

## Stage II - Continued

Outlined in the letter will be the reasons for the Complaints Committee's Decision. If the Complainant does not agree with the decision of the Complaints Committee an appeal of the decision can be launched under certain circumstances. To launch an appeal, the Complainant must notify the Registrar in writing within 30 days of receiving the decision of the Complaints Committee.

## Stage III

Following a thorough investigation, the Complaints Committee may refer the complaint to the Inquiry Committee. This committee is a separate committee made up of registered physiotherapists and members of the public. The Inquiry Committee will hold a formal legal hearing to resolve the complaint. The Inquiry Committee has the authority to impose more serious disciplinary measures on the physiotherapist.

You may call the CPM office for further information.

## About CPM

The College of Physiotherapists of Manitoba (CPM) is the regulatory body for physiotherapists in Manitoba.

The mandate of the CPM is to protect public interest by working to continually improve the quality of physiotherapy care for Manitobans.

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## THE COLLEGE OF PHYSIOTHERAPISTS OF MANITOBA

### Guide to the Complaints Process



The Complaints Committee of the College of Physiotherapists of Manitoba reviews written complaints against a licensed physiotherapist.

# GUIDE TO THE COMPLAINTS PROCESS

## What to do if you have a concern or complaint regarding Physiotherapy

If you have a concern involving a physiotherapist, please contact that person, his or her supervisor, or the clinic owner as your first step. If the person is not immediately available, leave contact information. Once in contact, state your concern as clearly as possible. This is an opportunity to ensure that any missing information is provided to resolve the concern. The majority of concerns are resolved at this level.

However, if your concern is not satisfactorily resolved, your next step may be to contact the College of Physiotherapists of Manitoba (CPM) for advice. If the concern cannot be resolved in discussion with the Registrar of the CPM you may direct your concerns, in writing to the CPM.

## How to file a complaint with the College of Physiotherapists of Manitoba

By law, all formal complaints must be submitted to the CPM Registrar in writing.

The letter should include:

- details of the complaint
- name of the physiotherapist
- date and location of the incident
- any other relevant information

## Stage I

When the written complaint is received, the CPM Registrar will contact you to let you know the complaint has been received.

A copy of the complaint letter is sent to the physiotherapist involved, asking for a written reply within 10 working days.

A copy of the physiotherapist's response letter is sent to you. If you are satisfied with the physiotherapist's explanation, you may choose not to pursue the complaint further. If you are not satisfied, you will be asked to send another letter to the CPM in response to the physiotherapist's letter indicating your intent to pursue the complaint further.

## Stage II

The CPM Registrar sends copies of all correspondence received in Stage I to the CPM Complaints Committee.

The CPM Complaints Committee consists of registered physiotherapists and members of the public. The Complaints Committee has the authority to investigate the complaint and may hire a trained investigator to gather further information. The Complaints Committee may choose to resolve the complaint in a number of ways including but not limited to:

- resolving the complaint informally
- informally providing practice recommendations to the physiotherapist
- monitoring or supervising the physiotherapist's practice
- placing conditions on the physiotherapist's right to practice

The Complaints Committee will inform you, the Registrar, and the physiotherapist of the decision in writing.