

Did you know?

November 2005

COMPLAINING ABOUT YOUR DOCTOR

The College of Physicians and Surgeons is the governing body of BC doctors. If you have a complaint, you should notify the College because it has been set up to help protect you, the patient. Your complaint may also have criminal or civil elements to it. As well as contacting the College, you should also get a lawyer's advice. This fact sheet will describes how to make a complaint to the College.

General Complaints

- Describe your complaint in a letter. Be specific.
- Give your doctor's name and address. Include your name, address and telephone number so that you can be contacted by the College.

Write to: **The Registrar College of Physicians and Surgeons
400 - 858 Beatty Street
Vancouver, BC V6B 1C1**

What Will Happen?

Your complaint is received by the Deputy Registrar who is a doctor. He/she will investigate your complaint or may refer it to the Ethical Standards and Conduct Review Committee or the Quality of Medical Performance Committee. These committees are made up of senior doctors and public representatives. They will investigate your complaint and may interview you and the doctor you complained about.

The Committees can recommend changes to the doctor's practice or publish their views without identifying you or the doctor. They could also take the serious step of making a formal charge against the the doctor by referring your complaint to the College Council for further action. If they do not feel your complaint is valid, you will be told the reasons why.

The inquiry is like a court hearing except it is not open to the public and 4 people (2 senior doctors, a lawyer and a public representative) make a decision instead of a judge. If the doctor is found guilty, he/she will be given a penalty which could include suspension from practice.

Sexual Misconduct Complaints

There is a special procedure if your complaint is sexual in nature. Any complaint goes to the Special Deputy Registrar. You can make this kind of complaint by telephone.

Sexual Misconduct Complaint Line:
Lower Mainland: 604-733-7758
elsewhere: 1-800-461-3008

** If you need to be interviewed, you can bring a friend for support.*