

DATE

PRIVATE AND CONFIDENTIAL

Dear

RE:

A complaint has been filed with the College of Chiropractors of Ontario (CCO) about your conduct and/or actions. A copy of (Mr. Ms or Dr.) letter of complaint is enclosed. This will provide you with some general information about the complaints process.

The complaint will be placed before a panel of the Inquiries, Complaints and Reports Committee (ICRC). The role of the ICRC is to investigate complaints and render a decision on complaints. The ICRC investigation process is neutral and objective.

You are asked to provide a written response to this complaint within 30 days of receiving this letter. You are asked to respond to the entire complaint and if your recollection of events differs from that of **[name of complainant]** to outline those differences. A copy of section 25.2 of the *Health Professions Procedural Code* describing your right to make written submissions is attached.

Your response will be provided to **[name of complainant]** and they will be asked to reply if they wish to do so. The ICRC will consider whether further investigation is required.

[where the member has prior history]. A copy of your prior history with the CCO is attached. The ICRC is required by section 26(2) of the *Health Professions Procedural Code* to consider your prior history. You are free, in your response, to comment on this prior history and provide any submission you wish to make about it. Do keep in mind that your response will be provided to the complainant.

Following its investigation the ICRC will make a decision, which can include one or more of the following:

1. Refer specified allegations to the Discipline Committee for a hearing.
2. Initiate an inquiry into the member's capacity.
3. Require the member to appear before a panel of the ICRC to be cautioned.
4. Take other appropriate action such as requiring the member to undergo continuing education or remediation.
5. Take no action.

Please note that some of these outcomes will result in information being posted on the public registrar on the CCO's website. For example, if the ICRC ordered you to appear before a panel of the ICRC to be cautioned or directed you to complete a Specified Education or Remediation Program (SCERP), a notation of that outcome would be posted on the public register indefinitely. If the ICRC were to accept an acknowledgement and undertaking from you, a notation and summary of it would be posted as long as it remained in effect.

The ICRC has no ability to direct you to pay money or make a refund to the complainant. That is a matter for the courts.

A copy of the ICRC's decision will be sent to you in writing. Unless the ICRC decides to refer allegation to discipline or to initiate an incapacity inquiry, the ICRC will also provide written reasons for its decision.

The ICRC endeavours to reach its decision in 150 days. However, that is not always possible, particularly if the investigation is complicated. You will be notified if the ICRC is not able to reach its decision in 150 days.

Once the ICRC makes its decision (unless the decision is to refer allegations to discipline or to initiate an incapacity inquiry), any party, including you will have the right to seek a review. The review is held before the Health Professions Appeal and Review Board, which is independent of the CCO. For more information about the timelines and reviews please see the attached copy of section 28 to 29 of the *Health Professions Procedural Code*.

Please send with your response all relevant records including the complete record of personal health information which includes financial documents for [*name of patient*]. If you have any handwritten notes, please transcribe. In addition, if you know of any witnesses who would be able to provide information about this matter, please send me their names, telephone numbers and addresses. Perhaps you could indicate what kind of information each witness might be able to give.

If you have any questions, please do not hesitate to contact me at 416-922-6355 ext. 103.

Sincerely,

Tina Perryman
Manager, Inquiries, Complaints, Reports

Encl.