WHAT IS DIRECT RESOLVE?
Direct Resolve is an informal complaint resolution process available to complainants and physicians. When a written complaint is submitted, the College’s Complaints Director reviews the complaint and decides how to proceed based on options outlined in the Health Professions Act.

One of those options is Direct Resolve. With this process, the College takes a step back and encourages the physician to work directly with the complainant to resolve the matter. A Resolution Advisor is available to assist both parties throughout the process.

BENEFITS OF DIRECT RESOLVE
• Resolution is timely (our goal is resolution in 30 days).
• Participants report a higher satisfaction rate compared to other resolution processes.
• Relationships between the parties are often preserved and improved.
• Efficient - once both parties are satisfied, the process is finished and the file is closed.

Over 90% of Direct Resolve participants successfully resolve the complaint.

WHEN DIRECT RESOLVE WORKS BEST
The College encourages Direct Resolve for single-issue complaints where both parties involved have the right to share information freely about the complaint – that is, there would be no breach of confidentiality.

Direct Resolve is most effective for complaints that can be resolved by the complainant and the physician without a full College investigation. These often surround:

• Communication issues
• Misunderstandings of care provided
• Access to medical records
• Medical reporting (including requests for insurance forms and medical legal requests)
• Issues with staff employed by the physician
• Practice management (including the referral process and booking tests)
• Financial issues (including billing for uninsured services)
• Intra and interdisciplinary working relationships (not involving clinical competency).

The Complaints Director will not recommend Direct Resolve when there are competency concerns, ethical concerns, possible boundary violations or allegations of disruptive or criminal behavior.
Both the complainant and the physician must be willing participants for Direct Resolve to be successful. If you are unsure or have questions about using Direct Resolve, contact your Resolution Advisor.

WHAT TO EXPECT WITH DIRECT RESOLVE

**Step 1**  The College’s Complaints Director carefully reviews your complaint.

- The Complaints Director will send you a letter to acknowledge receipt of your complaint and advise you that the Direct Resolve process will be used to address your complaint issue(s).

**Step 2**  The College notifies the physician of your complaint.

- The College provides the physician with a copy of your complaint and requests the he/she work directly with you to resolve the matter.

**Step 3**  The physician will consider how best to contact you:

- Call,
- Meet in person,
- Write a letter of explanation, or
- Write a letter of apology, when appropriate.

**Step 4**  The physician will notify the Resolution Advisor of the outcome.

**Step 5**  The Resolution Advisor will contact you to confirm the complaint has been resolved.

- When both parties are satisfied with the outcome, the College will close the complaint file.
- If the complaint is not resolved by this process, it will be referred back to the College’s Complaints Director for further action.

RESOLUTION ADVISORS ARE HERE TO HELP YOU!

A Resolution Advisor is available to work objectively with both parties to find a satisfactory outcome. A Resolution Advisor can:

- Explain the Direct Resolve process, including options available and possible outcomes.
- Listen and provide support as needed.
- Help alleviate some of the normal anxiety experienced with conflict resolution.
- Support both parties with their choices throughout the process.