

Under the *Health Professions Act* (HPA) and as part of our process, CPSA's Complaints Director has the option to dismiss a complaint. This is done when a complaint has insufficient or no evidence of unprofessional conduct, or is trivial or vexatious in nature.

If your complaint is dismissed, you have the right to request a review of that decision from CPSA's Complaint Review Committee (CRC).

HOW TO A REQUEST A REVIEW

To request a review, you must make sure it:

1. Is submitted using our **online form** (a PDF is also available and can be emailed or mailed using the contact details at the end of this information sheet);
2. Includes your **reasons** for making the request (simply restating your initial complaint will not be considered reasons), and
3. Is sent **within 30 days** of receiving your dismissal letter (see below for when the 30-day period starts).

If these steps are not followed, we may have to deny your request.

It's your right to request a review

IS YOUR REQUEST REASONABLE?

The CRC's role is to determine, based on the information the Complaints Director had at the time, if the decision to dismiss your complaint was reasonable. Therefore, your request for review must explain how and why the dismissal was unreasonable.

New or additional evidence that was not submitted as part of your original complaint cannot be introduced at this stage.

WHEN DOES THE 30-DAY PERIOD START?

- For dismissal letters sent by **email**, the 30-day period begins on **the date the email is sent** by CPSA to the email address you provided when filing your complaint.
- For dismissal letters sent by **registered mail**, the 30-day period begins **seven days after the letter is given to a carrier for delivery** to the address on file (to allow for reasonable carrier processing time).

Requests for a review are processed in the order they are received. CPSA's Hearings Director will assess your request, determine if it includes reasons (reminder: restating your complaint is not considered a reason), and ensure it was received within the 30-day time period. The Hearings Director will then let you know in writing if and when a review will take place.

HOW THE REVIEW PROCESS WORKS

The Hearings Director will:

1. Collect information from the Complaints Director regarding your complaint, for review by the CRC.
2. Notify the regulated member of your request for review and obtain their response.
3. Provide a copy of your request for review, along with the Complaint Director's information and the regulated member's response to the CRC.

The CRC will review the documentation provided and make one of the following decisions:

1. Confirm that your complaint is dismissed.
2. Ask the Complaints Director to investigate the matter further, prepare a report and submit it back to the CRC.
3. Refer the matter to a hearing.

The CRC will notify you and the physician in writing of their decision, including their reasons.

To request a review, fill out and submit our [online form](#). You can also email or mail in a [pdf version of the form](#).

Email: CRC@cpsa.ab.ca

Mailing address: CPSA, Hearings Director's Office
2700, 10020 100 ST NW
Edmonton, AB T5J 0N3

Website: cpsa.ca/dismissed-complaints

The CRC is a decision body, made up of two physicians and two public members