

# Resolve with Consent

## Information for complainants

### WHAT IS RESOLVE WITH CONSENT?

Resolve with Consent is an informal resolution process that can resolve a complaint without a formal investigation.

With this process, the physician is provided a copy of your complaint letter and asked to respond. A member of our Complaints team reviews this response along with any other relevant information, and then works with you and the physician to resolve the matter.

Your opportunity  
to resolve your  
complaint  
**without a formal  
investigation**

### BENEFITS OF USING RESOLVE WITH CONSENT

- **It works well.** Both the complainant and physician report a higher satisfaction rate compared to more formal resolution processes.
- **It's timely.** We're able to respond more quickly to the complaint, and the physician is able to implement practice changes sooner. Our goal is to resolve the complaint within 45 days after we receive the information.
- **It's efficient.** Once all parties are satisfied, the process is finished and the file is closed. There are no further reviews of the complaint with this process.

### WHEN RESOLVE WITH CONSENT WORKS BEST

We encourage Resolve with Consent for complaints that are straightforward and resolvable. With this process, the complainant's expectation is resolution, not discipline. Most complaints directed to Resolve with Consent involve:

- Communication issues
- Misunderstandings of care provided
- Consent issues
- Clinical issues
- Practice management
- Intra and interdisciplinary working relationships (not involving clinical competency)

Usually, CPSA and the complainant need the physician to provide further explanation about the care they provided. In some cases, we will also ask a physician to make a change to their practice. With this process, both the complainant and the physician must agree to participate, and agree the issues are resolvable without formal discipline.

It's important to know we will not use Resolve with Consent for any competency concerns, ethical concerns, possible boundary violations or allegations of disruptive or criminal behavior.

**>80%**  
of complaints  
are successfully  
resolved with  
this process

## HOW RESOLVE WITH CONSENT WORKS

### 1. CPSA's Complaints Director will carefully review your complaint.

- We'll send you a letter to acknowledge we received your complaint and advise you that we'll use the Resolve with Consent process to address your complaint issues.

### 2. We notify the physician of your complaint.

- We'll provide the physician with a copy of your complaint and ask them to respond in writing. We'll also ask them to provide any relevant medical records.

### 3. We review all the information and then contact you and the physician.

- A member of our Complaints team will work with both you and the physician to resolve the issues. This may include explanations, apology and/or agreement to medical practice improvements.
- When all parties are satisfied with the outcome, we will close the complaint file.
- If the complaint is not resolved by this process, it will be referred back to the Complaints Director for further direction. You may be asked for additional information to assist the Complaints Director in determining next steps.

Both you and the physician must be **willing to participate in this process.**

**The Resolve with Consent process allows CPSA to work with complainants and physicians to improve medical practice in Alberta.**