

A request to review a dismissed complaint must be submitted to CPSA within 30 days:

- *If your dismissal letter is sent by email, the 30-day period begins on the date CPSA sends the letter to the email address you provided when you filed your complaint.*
- *If your dismissal letter is sent by registered mail, the 30-day period begins 7 days after the letter is given to a carrier for delivery (to allow for reasonable carrier processing time).*

Please complete the form with as much detail as possible, outlining specific reasons for why you believe the decision to dismiss your complaint was unreasonable. If you are requesting more than one review, a separate form must be submitted for each dismissed complaint.

There is also an online version of this form that can be submitted via our website. Find it at cpsa.ca/dismissed-complaints.

Your contact information:

First name: _____ Last name: _____

Address: _____ City: _____

Postal code: _____ Phone: _____

Cell phone: _____ Email: _____

How would you like to receive correspondence related to this request? This includes all notices you are entitled to under part 4 of the *Health Professions Act*.

Mail

Email

Complaint file number (this can be found on your dismissal letter): _____

Please describe in detail the reasons why you feel the Complaints Director's decision to dismiss your complaint was **unreasonable**. Please note that simply restating the issue or saying you disagree with the decision does not mean the decision was unreasonable. An example of an unreasonable decision is one that doesn't make sense based on the facts of the complaint, the evidence provided or applicable standards of medical practice.

You do not need to submit any supplemental documents with your request for review or the original documents that you submitted to the Complaints Director. However, you may submit up to 10 pages of additional documents highlighting any evidence gaps, to support the reasons why you believe the decision to dismiss is unreasonable. **Please type or print clearly.**

Review a Dismissed Complaint Request Form

Reasons you are requesting a review (please do not exceed the space provided):

Continue on next page, if needed.

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Signature:

I am the complainant and am formally requesting a review of the dismissed complaint noted above, under the *Health Professions Act* section 68(1).

By signing below, I confirm that the details contained in my request for review are correct. I further understand that CPSA will be managing information about me which may include personal identifiable information.

I have also read the applicable information on [CPSA's website](#).

Printed name of person requesting the review

Signature of person requesting the review

Date signed (month/day/year)

Print and mail the completed form to:



Hearings Director
College of Physicians & Surgeons of Alberta
2700-10020 100 St NW
Edmonton, AB T5J 0N3



Or save and email your form to:
CRC@cpsa.ab.ca



Questions/Need Help?

Visit cpsa.ca/dismissed-complaints or email CRC@cpsa.ab.ca

What happens next:

- ✓ We will review your request and determine if it has been submitted within the required timeline and includes sufficient reasons why you believe the decision to dismiss your complaint is unreasonable. We will contact you by mail or email (depending on your stated preference) regarding next steps.
- ✓ Please note that approved requests for review will be provided to the applicable physician for their response.
- ✓ The Complaint Review Committee (CRC) will review your file and determine if the decision to dismiss your complaint was reasonable or not. A final letter will be provided to you with reasons for the CRC's decision.

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The CRC CANNOT:

- × Order a physician to give a diagnosis, treatment recommendation or referral, release or alter patient documents, or direct patient care.
- × Re-open an investigation or direct an investigation about new issues or receipt of new information.
- × Provide or influence financial compensation.
- × Provide records from the complaints process to be used for other purposes.
- × Offer legal advice.

*Please note: requests are reviewed by the CRC in the order they are received. We strive to complete reviews within 6-12 months but the duration is dependent on the number of requests received and the complexity of the matter.
We thank you for your patience.*



Privacy is important to us!

We collect, use and/or disclose your personal information with your consent unless otherwise authorized or required by legislation. As per our *CPSA Privacy Statement*, we collect and use your personal information to do our CPSA work, which is to protect the public and to guide and regulate Alberta physicians and other CPSA regulated members.