



HOW A COMPLAINT IS INVESTIGATED

Please note: The steps outlined in this document are for information only, exceptions may apply

■ Investigation Process (typically confidential)

■ Hearing Process (typically public)

NSCASLP receives or initiates a complaint

NSCASLP investigates complaints related to the conduct, competence and health of audiologists and speech-language pathologists licensed by the NSCASLP.

Complaints that are outside the mandate of the College, cannot be proven, are an abuse of power, or do not deal with issues of conduct, competence or health are dismissed.

Initial investigation by the Registrar

The Registrar reviews all complaints, decides if the complaint falls under the mandate of NSCASLP, and if it can be informally resolved or addressed as a health issue.

Once the complaint has been reviewed, the Registrar notifies the person who is the subject of the complaint (respondent) and the person who filed the complaint (complainant) of a decision to dismiss, resolve or refer for investigation.

Complaint referred to Investigative Panel

If the complaint is not dismissed, resolved, or addressed as a health issue, the Registrar refers the complaint to an investigative panel of 3 persons, consisting of at least one audiologist or speech language pathologist and one member of the public.

Investigative Panel investigates and may make interim decision

The investigative panel gathers information related to the complaint and allows the respondent to address information, prior to making a decision. The Panel sometimes hires an investigator to gather necessary information.

If the Panel believes there is risk to the public, clients, the profession or the respondent, it may make an interim decision before the investigation is complete to suspend or restrict the respondent's practice.

Investigative Panel makes a decision

The investigative panel reviews the gathered information, including all information provided by the respondent and then provides a written decision that may include dismissal, an informal resolution of the complaint, advice or warnings to the respondent, a fine, a referral to the fitness to practice process for certain health related issues, or a referral for a hearing with a Professional Conduct Panel. If a matter is referred for a hearing, it may be settled prior to a hearing by agreement.

Professional Conduct Panel holds a public hearing

If a settlement cannot be reached, a formal hearing is held where the College and the respondent are the parties.

Hearings are generally open to the public. The public is given notice of any scheduled hearings via the NSCASLP website or other means.

The respondent may be represented by a lawyer, union representative, or another representative.

Each party has the right to present evidence and to cross examine witnesses.

Professional Conduct Panel makes a decision

The panel prepares a written report of its decision and may dismiss the complaint or revoke, restrict, or suspend a licence, allow a resignation, impose a fine, or require conditions to be met such as additional education. Decisions, or parts of the decision are generally published on the College's website.

A full copy of the decision is given to the Registrar, respondent, and complainant.