

REGISTERING A COMPLAINT

Chiropractic is a self-regulating profession. The Chiropractors' Association of Saskatchewan (CAS) has statutory authority to establish standards of practice relating to, among other subjects, public safety. There are several committees responsible to the seven-member Board. This includes legislatively mandated committees for investigation of complaints and discipline of members for professional misconduct or incompetence.

Two members of the Board are government appointed representatives of the public. One of these members must serve on the Discipline Committee. Although not required by law, the CAS appoints the other public board member to serve on its Investigation Committee. Public protection is further enhanced by the mandatory quality assurance program of the CAS, the Chiropractic Practice Enhancement Program, administered by the Quality Assurance Committee. The Quality Assurance Committee annually reviews a specific number of chiropractic practices to identify and rectify potential areas of concern before they become problems. As a mandatory condition of licensure, the CAS also requires its members to complete a specified number of approved continuing education courses.

Despite the precautions noted above you may sometimes be dissatisfied with the service, attitude or conduct of your chiropractor. If this is the case you should feel that you can discuss the matter with your chiropractor in an open and forthright manner. Advising your chiropractor of your concerns may help to resolve the issue and increase your satisfaction with subsequent care.

However, if the issue cannot be resolved through discussion, or if you feel discussion is not appropriate, you have the right to file a formal complaint. A [Complaint Reporting Form](#) is provided for your use.

We know the complaints process can be stressful for both the complainant and the chiropractor. Our process is designed to protect the public, while providing a fair hearing for the chiropractor.

Once the written complaint is received by the Registrar, it is immediately forwarded to the Chair of the Investigation Committee for action. If it is determined that the complaint is well founded, it is then referred to the Discipline Committee to determine if professional misconduct or incompetence has, in fact, occurred. If the chiropractor is found guilty by the Discipline Committee, then the case is referred to the Board to determine an appropriate penalty. Depending on factors such as the severity of the offence, the penalty can range from a reprimand to a revocation of the chiropractors' license to practice.

The investigation and discipline process of the CAS is not a court of law. In filing a complaint, you are asking the CAS to investigate the care and/or professional behavior provided by a chiropractor. The CAS cannot order a chiropractor to provide a patient with financial compensation. Patients seeking financial compensation should seek legal advice.

A bona fide complaint to the CAS is not actionable. This means that you cannot be sued for what you state in a complaint, as long as it has been directed only to the CAS, and provided that the complaint is not made in bad faith or for an ulterior purpose.

The time to complete an investigation will vary, depending on the complexity of the complaint and the timeliness in which responses are received. Please note that information may be requested from other individuals who have been identified to the Investigation Committee. In some cases, an expert opinion may be sought.

If you need additional information about making a complaint or the complaint process, please contact the CAS Registrar. (phone: 306-585-1411 email: Registrar@saskchiro.ca)

Instructions:

1. Complete this form with as much detail as possible.
2. Ensure form is signed.
3. Ensure additional documentation is provided, where possible.
4. Keep a copy of the form for your records.
5. Mail or email the completed and signed form to the CAS office:

Chiropractors' Association of Saskatchewan

3420A Hill Avenue

Regina, SK S4S 0W9

Attention: Registrar

Email: Registrar@saskchiro.ca



Chiropractors'
Association of
Saskatchewan

COMPLAINT REPORTING FORM

I. Person Registering Complaint

Full Name: _____

Address: _____

City: _____ Prov: _____ Postal Code: _____

Phone: _____ Email: _____

Date of Birth: _____ SK Health card #: _____

II. Chiropractor Information

Chiropractor's name: _____

Clinic address: _____

Date(s) attended: _____

Have you tried speaking with the chiropractor about your concern? Yes No

III. Details of Your Complaint

[Please provide a clear description of your concerns about this chiropractor. Include in your description what the chiropractor did or failed to do to cause you to complain. Please enclose copies of any documents you feel would be relevant to the investigation. A copy of this complaint will be sent to the chiropractor you have identified.]

IV. Other Details

[Please identify any other individuals who provided medical care or may have information relevant to your concerns. Include full names and contact information.]

Signature of Person Registering Complaint

Date



Authorization for Consent and Release of Information

I, the undersigned, consent and authorize the release of information contained in any health records, including chiropractor office records and patient billing information, concerning the Complainant to the Investigation Committee, as is necessary for the investigation of the above complaint in accordance with the complaint process.

Complainant full name: _____

Complainant date of birth: _____

Signature: _____

Date signed: _____