

Saskatchewan Association of Naturopathic Practitioners Complaints Process

April 2009

The Saskatchewan Association of Naturopathic Practitioners (SANP) Board/ Council is responsible for investigating complaints made against Registrants (naturopathic doctors) regarding their conduct or actions. When a complaint against a Registrant is received, it is investigated to determine if a breach of the standards of practice or of any other policies or guidelines has occurred. A complaint must be made in writing in order for it to be investigated.

Following are the steps involved in the complaints process:

- A **written** complaint against a Registrant is received by the Board/ Council
- If the Registrant is a member of another health profession, the Complaint may be forwarded to the appropriate regulatory agency.
- Where the Complainant is a patient of the Registrant, the Board requests the Complainant to authorize the release of his/her patient file and other information.
- The Registrant is provided with a copy of the Complaint and is invited to respond, submitting to the Board office the original patient file (in the case that the Complainant is a patient of the Registrant).
- The Complainant is forwarded a copy of the Registrant's response and invited to provide further comment.
- The Registrant is again provided with the Complainant's response and is invited to submit any additional comments.
- The Professional Conduct Committee (PCC)¹ reviews all information considered relevant (including Complaint, Registrant's response(s), patient files, etc.).
- Interviews may be conducted to gather further information.
- An expert may be retained to review all significant documentary evidence.
- The PCC prepares and submits to the Discipline Committee (DC)² its written recommendation, which includes a summary of the Complaint, pertinent evidence and a discussion of its reasoning and the decision as to whether the matter can be resolved at this stage or whether it warrants a disciplinary hearing.
- Both the Complainant and the Registrant are advised of the PCC's decision, and are provided with a copy of the PCC's Reasons for Decision.

¹ **Professional conduct committee**

(1) The professional conduct committee is established consisting of at least three persons appointed by the council, the majority of whom are to be practicing members.

(2) No member of the council or member of the discipline committee is eligible to be a member of the professional conduct committee.

² **Discipline committee**

(1) The discipline committee is established consisting of at least three persons appointed by the council, the majority of whom are to be practicing members and one of whom is a member of the council appointed pursuant to section 8 as a public member (*once new Act comes into force*).

(2) No member of the professional conduct committee and no elected member of the council is eligible to be a member of the discipline committee.

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- If the case is referred for a disciplinary hearing, the Board establishes a hearing date and issues a Notice of Hearing, which is delivered to the Registrant.
- In the case of a disciplinary hearing, the PCC has the right to issue a temporary suspension of Registrant license until the Registrant can appear before the DC.

See the Board's [Rules of Procedure](#) for information pertaining to Disciplinary Hearings.

Note: A complainant, or a Registrant who is the subject of a complaint, has the right to be represented by counsel at his/her own expense