

# What I should know when there is a Complaint about my Practice?

College of Registered Nurses and Midwives of  
Prince Edward Island

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## The Discipline Process

The College of Registered Nurses and Midwives of Prince Edward Island (CRNMPEI) develops, establishes, maintains, monitors compliance, and enforces standards of nursing practice to ensure quality practice in the public interest.

If the conduct of a member breaches the standards of practice or the Code of Ethics for Registered Nurses, Nurse Practitioners, or Registered Midwives, a complaint may be made to CRNMPEI alleging professional misconduct or incompetence.

Anyone (patient, family, employer, co-worker) can make a complaint to the Registrar concerning the practice of a registered nurse, nurse practitioner, or registered midwife. The Regulated Health Professions Act (RHPA) requires that members of the College who have “reasonable grounds to believe” another member is incompetent or their conduct could be considered as professional misconduct has a duty to report.

Complaints are made in writing or through CRNMPEI’s website by the individual that makes the complaint, known as the Complainant.

### You have received notice of a complaint concerning your practice

The Registrar has provided you a copy of the complaint along with a notice of your right to respond to the complaint.

You have 30 days from the day you received the complaint to provide a response to any and/or all allegations listed in the complaint. Your response may be completed through CRNMPEI’s website or in writing (email, mail or dropped off).

### What happens after I send in my response?

After receiving your response, the Registrar will send a copy of your response to the Complainant. At this time, the Complainant cannot comment or provide feedback on your response.

The Registrar will consider the information provided by the Complainant and your response. The RHPA allows the Registrar to a) dismiss a complaint if the complaint is without merit, b) refer the complaint to mediation, or c) refer the complaint to an investigation committee.

The Registrar will provide you and the Complainant a written notice of their decision on how the complaint shall proceed.

## What if the complaint is dismissed?

If the Registrar's decision is to dismiss the complaint, you and the Complainant will receive notice.

RHPA does allow for the Complainant to request a review of the dismissal within 30 days of receiving the notice of dismissal.

If the Complainant does request a review of the dismissal, the Council of CRNMPEI will appoint an investigation committee to consider the complaint, your response and the Registrar's reasons for dismissal, within 60 days of receiving the request.

## What if the complaint is referred to an investigation committee?

If the Registrar's decision is to send the complaint to an investigation committee, the Council of CRNMPEI will appoint a committee.

The investigation committee consists of two members of the College and one member of the public. Committee members are asked to disclose any real or potential conflicts of interest before sitting on an investigation committee. This is to protect your interests and those of the Complainant.

The investigation committee will meet within 30 days of receiving a referral of the complaint from Council and will consider the complaint and your response.

You and the complainant will not be present at this meeting, however you will receive a copy of this committee's decision.

RHPA provides direction to the committee in making the decision. The committee can decide to: a) dismiss the complaint, b) send the complaint to a mediator, c) suggest penalties, conditions, or fines if you are in agreement, or d) send the complaint to an investigator.

Whatever the decision of the committee, you will be informed each step of the way in writing and will receive instructions on the next steps in the process.

## What if I have questions?

You are encouraged to contact CRNMPEI with any questions you may have related to the discipline process. However College staff cannot discuss the particulars of the complaint or your response with you or the Complainant.

College staff cannot answer questions or clarify information about committee decisions, as committees do their work independently from the College staff.

You may also find it beneficial to review the RHPA, Part VI- Discipline, for additional information.