

# INFORMATION FOR REGISTRANTS— REGISTRAR'S REPORTS

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### Will I be interviewed by an investigator?

It is possible an investigator may contact you to see if you are interested in participating in an interview. In most investigations, the interview is optional. You will always be provided the opportunity to respond in writing to the complete investigation.

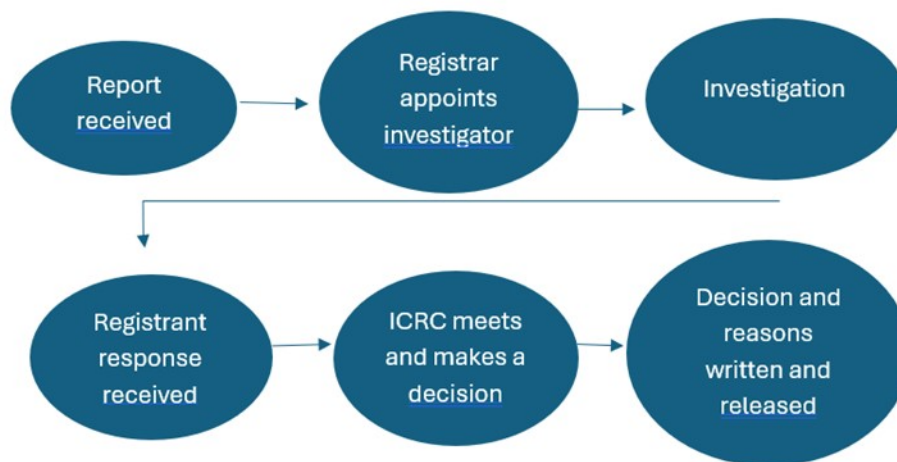
Interviews take place primarily by Zoom or Teams (usually audio only). The interviewer will ask you if they can make an audio recording of the interview. The recording ensures that your witness statement is accurate. If you refuse to be recorded, you can still agree to be interviewed. After an interview that is not recorded, your statement will be given to you so that you can review it and provide any changes or additions. Both versions (the original and edited version of your statement) will be provided to the ICRC as part of their review.

### What remedies are unavailable through the reports process?

The College's complaints process cannot:

- Be used in civil proceedings, such as family court, or to sue someone
- Order you to pay funds as a result of a financial loss experienced by the Complainant
- Resolve employment or labour relations difficulties that are not addressed by the professional standards governing the profession
- Direct you to change your professional opinion or a report
- Direct you to issue a formal apology

### How long will the process take?



Currently the average time for receiving the ICRC's written decision is around 270 days from receipt of the matter. The time it takes the College to make a decision on a complaint varies from case to case and are affected by various factors including complexity of the issues and how quickly responses are provided when the College requests information. The College will ensure that Complainants and Registrants are updated throughout this process.

## What are the possible outcomes?

	Outcome	Risk	Public Register Posting?	Description
1.	Take No Action	None/minimal	No.	Can include Informal Written Advice embedded in Decision and Reasons.
2.	Issue Written Advice	Low	No.	A letter of advice will be provided to the Registrant.
3.	Remedial Agreement	Low	No.	Reflection paper. Registrant must agree or file is returned to panel to make different decision.
4.	Remedial Undertaking	Low-Medium	Yes. Will be removed from the public register following completion.	Clinical supervision and/or education/training. Registrant must agree or file is returned to panel to make different decision.
5.	SCERP	Medium	Yes.	Specified continuing education or remediation program. Clinical supervision and/or education/training.
6.	Oral Caution	Medium	Yes.	The Chair shares concerns and provides advice to Registrant via Video Conference (one-on-one). Staff present to take notes.
7.	Restrictive Undertaking	Medium-High	Duration of posting to be specified.	Practice restrictions (e.g., discontinue providing supervision). Registrant must agree.
8.	Referral to Discipline <sup>[1]</sup>	High	Yes	Public hearing.
9.	Incapacity inquiries	N/A	No	Refer to Health Inquiries Panel (HIP) if concerns relate to incapacity.

### What if I am unsatisfied with the ICRC's decision?

Reports and discipline decisions can be reviewed by the [Divisional Court](#). If the RP files an appeal or judicial review, the College is required to share with the Court all of the information collected as part of the investigation.

### What happens if ICRC refers the report to the Discipline Committee?

Discipline Committee hearings are held in cases where the allegations are sufficiently serious and there appears to be enough evidence for a finding of professional misconduct or incompetence. Discipline hearings are generally public; however, the Discipline Committee can ban the publication of identifying information in these cases.

Legislation requires the College to publish the results of discipline hearings. CRPO includes summaries of decisions and links to full-text versions on the website, under the RP's profile on the Public Register, and on CanLII. Information that is subject to a publication ban is not included.

### What supports are available to me?

We recognize submitting a report can be distressing. We encourage you to seek support as needed, which could involve consulting the following resources:

- [Ontario Mental Health Helpline](#) at 1-866-531-2600
- [Ontario Health Care Options](#)
- [CAMH Crisis Resources](#)
- If at any time you feel you are in crisis, please contact your family doctor, go to your closest hospital, call the Suicide Crisis Helpline by dialing 988, or call 911.



### Limits to confidentiality

Certain outcomes (i.e., Specified continuing education or remediation program (SCERP), In-person caution, Undertakings and Discipline referrals) involve a notation on the public register.

Decisions made by Divisional Court are posted publicly on a website called [CanLII](#).

### How can I contact someone at the College to ask questions about the process?

Staff from the Professional Conduct team can help you with any questions that you may have about the complaint process. Please email [complaints@crpo.ca](mailto:complaints@crpo.ca) and staff will respond to your message within 3 business days. Alternatively, you can call 416-479-4330, ext. 131 or 1-844-712-1364 ext. 131.

We are committed to communicating with you in an appropriate and professional manner, and appreciate the same courtesy from you. While we understand your circumstances may be difficult, for safety purposes, abusive behaviour towards staff will not be tolerated and may result in restricting communication.



### Our promise to you

The College fulfills its mandate to protect the public interest by addressing all complaints and reports. We pledge to carry out the complaints and reports processes in a fair, transparent, and responsive manner.

- All inquiries and feedback about the complaints and reports process sent to [complaints@crpo.ca](mailto:complaints@crpo.ca) receive a response within three business days.
- You can have a support person with you at an interview and at a hearing.
- At your request, when disclosing difficult information staff can provide you with advance notice about when you can expect to receive the information. This would provide you with some time to put adequate supports in place, prior to the disclosure.
- Staff do not disclose sensitive information on Fridays because mental health supports (and staff/investigators) are less accessible over the weekend.
- Staff will communicate with you in a way that feels most comfortable for you (e.g. phone or email). If you obtain legal representation, staff will communicate with your lawyer directly.
- Should you require any accommodation not listed here, please do not hesitate to reach out to staff and let us know how we can make this process easier for you.