

INFORMATION FOR REPORTERS

COLLEGE OF REGISTERED PSYCHOTHERAPISTS OF ONTARIO (CRPO)

The following information is being provided to you as a Reporter who has raised concerns about the conduct of a Registered Psychotherapist (RP). The purpose of this document is to help you understand the investigation process and direct you towards resources that may be of assistance.

What is a report?

Employers, regulated health professionals, and members of the public can file reports about RPs. In a report, only the College and the RP are directly involved. This means you will not be a party to the file and you will not receive information, updates, or the final decision. However, you may be asked to participate in the investigation to provide valuable information.

Who makes decisions about reports?

If the Registrar determines there are not reasonable and probable grounds to believe misconduct occurred, or if the issues appear to pose a low risk of harm to the public, the Registrar may decide a formal investigation is not necessary. In such cases, the Registrar may resolve the concerns by alternative means such as issuing written advice to the registrant.

If the Registrar determines there are reasonable and probable grounds to believe misconduct occurred, an investigator will be appointed to conduct a formal investigation, and the Inquiries, Complaints and Reports Committee (ICRC) decides what action to take. The ICRC is made up of members of the profession and the public.



Will I be interviewed by an investigator?

The College will carefully review the information and determine whether an interview with you is necessary. If an interview is necessary, an investigator will contact you. You are welcome to request the investigator ask their questions in writing.

Limits to confidentiality

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

What happens if the ICRC refers the complaint 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. If you are a key witness in the investigation, you may be requested to attend and provide evidence. Most hearings are conducted virtually. More information about the discipline process would be provided to you at that time.

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 a website called [CanLII](#).

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. Decisions made by Divisional Court are also posted publicly on CanLII.

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 but removed from 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.	In-Person Caution	Medium	Yes	Chair shares concerns and provides advice to registrant via videoconference (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	High	Yes	Public hearing.
9.	Incapacity inquiries	n/a	No	Refer to Health Inquiries Panel (HIP) if concerns relate to incapacity.

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 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

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 receive a response within three business days.
- You can have a support person with you at an interview and at a hearing.
- Staff will communicate with you in a way that feels most comfortable for you (e.g. phone or email).
- 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.

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.