



Type of Policy: Regulatory	Approved By: ICRC
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## Policy on Declining to Proceed with Further Investigation of a Complaint

### Purpose

- To provide transparent criteria for consistent decisions as to when the Inquiries, Complaints and Reports Committee (ICRC) may decline to further investigate a complaint
- To ensure public protection by allocating resources to complaints involving an apparent risk of harm
- To prevent/mitigate trauma caused by investigations that are not in the public interest to carry out

### Scope

This policy applies to formal complaints filed about CRPO registrants.

### Policy

While CRPO takes all complaints seriously, the ICRC may decline to further investigate a small number of complaints in accordance with legislation.<sup>1</sup> Examples include, but are not limited to:

- Personal disputes that do not involve professional misconduct, incompetence, or incapacity
- Repetitious complaints (after the first one) regarding the same issues filed by the same complainant, which do not provide new information
- Complaints made for ulterior or improper reasons (e.g., harassment, legal bullying, to influence the outcome of a separate dispute) as indicated by the statements or actions of the complainant
- Matters better addressed in another forum (e.g., the courts) and inappropriate for CRPO to address, e.g., claims for financial compensation, intellectual property rights, access to health records

Where a complaint involves some aspects of the above combined with legitimate issues warranting investigation, ICRC will use its discretion in deciding whether to investigate some or all the issues.

### Process

ICRC's decision not to investigate further may be made at any time after receiving a formal complaint.

Where ICRC proposes not to further investigate, it shall give the complainant and registrant one month's notice and the opportunity to make submissions. ICRC will then decide whether to investigate.

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<sup>1</sup> [Section 26\(4\) and \(5\) of the Health Professions Procedural Code](#)

If ICRC decides not to further investigate the matter, it will provide a written decision and reasons, which may be appealed to the Health Professions Appeal and Review Board.

Decisions not to investigate a complaint do not form part of a registrant's formal record of past decisions with CRPO.