



Type of Policy: Regulatory	Approved By: ICRC
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## Policy on Third-Party Complaints

### Purpose

To establish fair, transparent, and consistent principles for investigating third-party complaints.

### Scope

This policy applies to formal complaints filed with CRPO by a third party about the care provided to a client. Third party refers to a complainant who is neither the client nor their authorized representative.<sup>1</sup> Third-party complainants may include, but are not limited to, a former spouse, parent, or insurance company.

### Policy

- Each complaint is different and requires a case-by-case approach. In investigating third-party complaints, CRPO balances the following interests:
  - **Client:** The client may or may not want to participate in the investigation process. They may have a therapeutic relationship with the registrant that they wish to continue. Clients have a privacy interest in their personal health information in the possession of the registrant. In certain circumstances, they may also have concerns about their safety posed by the complainant or the complaint process.
  - **Complainant:** The complainant has an interest in having their concerns addressed following an adequate investigation and resulting in a reasonable decision.
  - **Registrant:** As with all complaints, the registrant is entitled to fair process. Depending on the situation, the registrant's ability to provide care to their client may be impacted by the complaint from the third party.
  - **Public:** The public must have confidence in the care provided by registrants.

### Process

In balancing the above interests based on the circumstances of the case, CRPO will do the following:

- Remain alert for signs of legal bullying, harassment, safety concerns, or other misuses of the complaint process.
- Determine whether to:
  - Inform the Client of the investigation and involve them as a witness.
  - Regarding the Client record:
    - Request consent to obtain the record
    - Obtain it as authorized by law without client consent,

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<sup>1</sup> A representative is anyone acting on behalf of another person, either with consent (lawyer, friend, support person, therapist) or with legal authorization (parent with custody of a child too young to file their own complaint).

- Proceed without the client record, and/or
  - Redact Client information.
- Provide as little personal health information as possible to the Complainant while still being able to justify the decision.
- Take steps to address safety concerns raised by participants in the complaint process, and refer to appropriate authorities if safety concerns pose an imminent risk of harm.