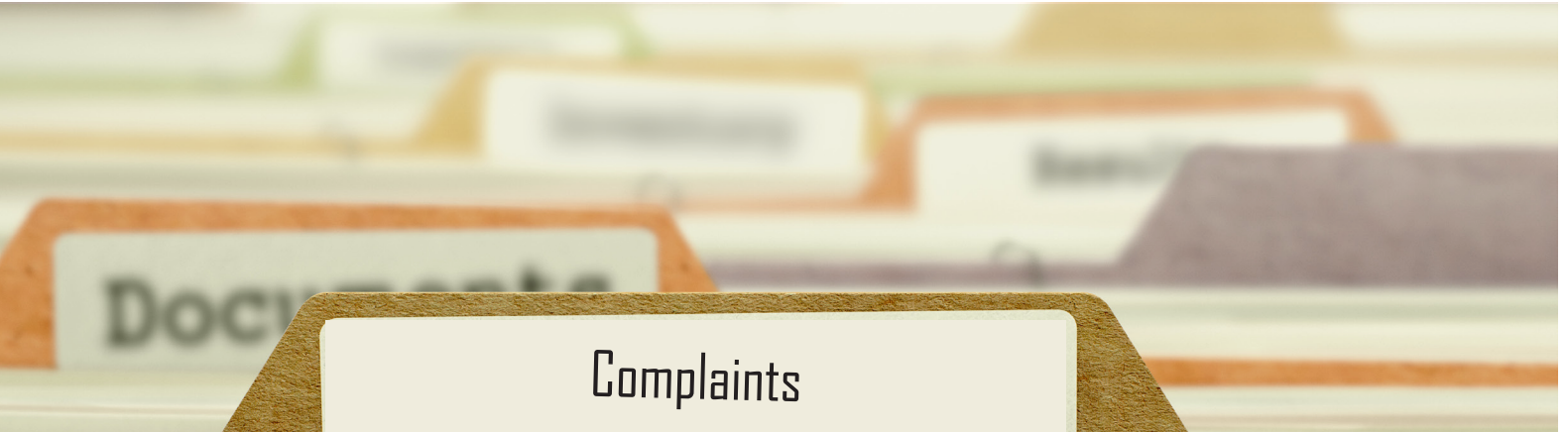




**GET THE
FACTS**

COMPLAINTS



FACTS AT A GLANCE

The College's Mandate

The College's duty is to protect and serve the public interest.

Does the College Work in the Interest of its Regulated Members?

No. The belief that a College's role in the complaint process is to assist or protect the acupuncturist is a misconception. Instead, the College must remain an impartial party.

Who Can File a Complaint?

Anyone can file a complaint against an acupuncturist for unprofessional conduct.

What is Unprofessional Conduct?

Unprofessional conduct is defined in the *Health Professions Act* (Section 1(1)).

Part of the College's mandate to protect and serve the public interest is to review and consider complaints made against regulated members.

The responsibility of the College is to be transparent, objective, impartial, and fair.

FURTHER INFORMATION

The College manages all complaints in accordance with the *Health Professions Act*.

Complaints can be resolved in a variety of ways, depending on the specific circumstances of that complaint. Sometimes, it may move to a hearing to address the allegations and other times an informal resolution can be reached to resolve the complaint without a hearing.

WHAT HAPPENS IF SOMEONE FILES A COMPLAINT AGAINST ME?

In most cases, if a complaint is made against an acupuncturist, the member will be notified and a copy of the complaint will be provided to them. The Complaints Director will also provide the acupuncturist with detailed information on how to navigate the complaint process.

In some limited circumstances, the complaint could be sent straight to an investigation.

For more information regarding the complaint process, refer to the Complaints Policy and Procedure at acupuncturealberta.ca or reach out to the Complaints Director at 780-466-7787 or complaintsdirector@acupuncturealberta.ca.