

Complaints Process

Upon receiving a statement of complaint the following occurs:

In accordance with the process outlined in the Nova Scotia *Paramedics Act* and Regulations, a copy of the complaint will be forwarded to the respondent.

Pursuant to section 57 of the Paramedics Regulations, once the respondent has provided a response to the complaint and a preliminary investigation is completed the Registrar must do 1 or more of the following:

- 1) Dismiss the complaint and notify the complainant and the respondent of the dismissal if the Registrar decides that any of the following apply:
 - a. the subject matter of the complaint is outside the jurisdiction of the College,
 - b. the complaint cannot be substantiated,
 - c. the complaint is frivolous or vexatious,
 - d. the complaint constitutes an abuse of process,
 - e. the complaint does not allege facts that, if proven, would constitute professional misconduct, conduct unbecoming, incompetence or incapacity, or would merit a counsel or a caution, or both;
- 2) Informally resolve the complaint if the Registrar considers that the complaint may be satisfactorily resolved consistent with the objects of the College, including by authorizing the resignation of the member;
- 3) Refer the member to the Fitness-to-practise Committee if all of the following apply:
 - a. the complaint raises concerns about a member's capacity,
 - b. it is in the public interest to do so,
 - c. the complaint does not allege facts that, if proven, would reasonably be regarded as professional misconduct, conduct unbecoming or professional incompetence,
 - d. the complaint does not allege facts that, if proven, would reasonably merit a counsel or caution,
 - e. the member consents;
- 4) Refer the matter to an investigation committee.

If the Registrar considers it useful, the Registrar may provide written advice relevant to the complaint that is of a non-disciplinary nature to the complainant, the respondent and/or any person affected by the complaint.

The Registrar must provide a copy of any written advice provided under clauses (2)(a) or (c) to the respondent.

If you wish to obtain additional information regarding the regulation of paramedicine in Nova Scotia, we refer you to the [College's website](#). From the website, you may access the [Paramedics Act](#), the [Paramedics Regulations](#) and the [College's Code of Ethics and Standards of Practice for Paramedicine](#).