



College of
Physiotherapists
of Manitoba

Mission statement

To be recognized as a leader in public protection, influencing the future direction and regulation of physiotherapy.

Vision Statement

To protect the public interest through regulation of physiotherapists in Manitoba.

Values Statement

We strive for excellence through; Integrity, Respect, Transparency, Collaboration...for public protection.

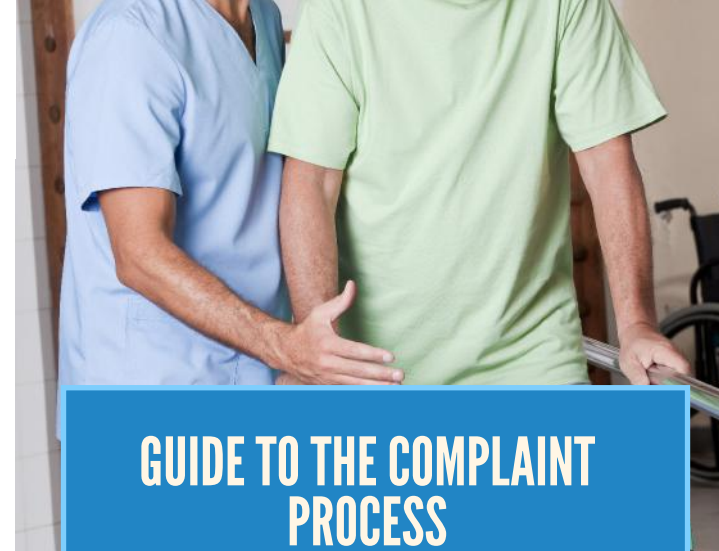
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**GUIDE TO THE COMPLAINT
PROCESS**





WHAT TO DO IF YOU HAVE A CONCERN

If you have a concern about your physiotherapy treatment or your physiotherapist's conduct, you may wish to discuss this with your physiotherapist or his/her supervisor. If you are not comfortable doing so or have communicated your concern and are unsatisfied with the response, you may follow these steps to file a formal complaint with the College of Physiotherapists of Manitoba (CPM).

PROCESS

Step 1: File a Complaint

Write a letter to CPM to provide information about your complaint against the physiotherapist. State your concern clearly and provide as much detail as possible. Mail the letter to:

College of Physiotherapist of Manitoba
1465A Pembina Hwy
Winnipeg, MB
R3T 2C5

Atten: Registrar

Step 2: Complaints Committee

CPM will refer the complaint to the Complaints Committee and will provide the complainant and the physiotherapist with written notice when this happens. The Complaints Committee is a committee of:

- ▶ Physiotherapists who are members of CPM
- ▶ Public members who are not physiotherapists

Step 3: Decision

The Complaints Committee will review the complaint and decide on a course of action such as:

- Resolve the complaint informally
- Make a decision if the complainant's letter provides enough information
- Order an investigator to gather more information and provide a report (The investigator may need to interview the complainant and the physiotherapist)

The Complaints Committee has a number of options to resolve the complaint, including:

- Refer the matter to the Inquiry Committee for a formal legal hearing into the physiotherapist's conduct
- Censure the physiotherapist
- Refer the matter to mediation if you and the physiotherapist are both in agreement
- Enter into an agreement with the physiotherapist that may include consequences such as conditional practice and/or supervised practice.

The Complaints Committee will provide you with written notice of its decision and the reasons for the decision.

Appeal

In some cases you may appeal the decision made by the Complaints Committee. To do so, submit a written appeal to CPM within 30 days of the date that you are notified of the decision. Mail the letter to:

College of Physiotherapists of Manitoba
1465A Pembina Highway
Winnipeg, MB R3T 2C5
Atten: Registrar

Please note that the College of Physiotherapists of Manitoba cannot order financial compensation to you. This must be addressed separately in the provincial court system

