



Natural Health Practitioners of Canada
Praticiens de la Santé Naturelle du Canada

Complaints Resolution Process

General Information

January 2025

Introduction

The Natural Health Practitioners of Canada (NHPC) is a self-governing professional association that represents holistic health practitioners across Canada. Members are required to abide by NHPC Bylaws and comply with the NHPC's Code of Ethics, which outline the professional commitments all members must demonstrate while practising.

If a member of the public has a concern regarding the professional conduct of an NHPC member, the following avenues are available:

- 1. Allow the member to address your concern**
Addressing concerns directly with the member is often the easiest and fastest way to resolve a complaint. If you are uncomfortable speaking to the member directly, you may communicate with the member through email or by letter.
- 2. File a complaint with the NHPC**
If you are unable to resolve your concern directly with the member, or the nature of your concerns is not appropriate for a direct resolution, you may consider filing a complaint with the NHPC.

Complaints Resolution Process

The Complaints Resolution Process (CRP) allows members of the public to report legitimate concerns regarding the professional conduct of NHPC members.

The NHPC has jurisdiction over current members and former members (if it has been less than two years since the individual ceased to be a member).

Types of Complaints

The NHPC will review all complaints that are submitted, but will only address complaints regarding incompetent, unethical, or unprofessional conduct of an NHPC member.

The Code of Ethics establishes expectations of NHPC members, and is the guide used to evaluate the behaviour and conduct of practitioners.

A Remedial Approach to Complaints

The NHPC views complaints as an opportunity to review and improve upon a member's practice. The CRP is designed to assist a member to understand an ethical dilemma or issue so that the problem does not re-occur. The approach includes reflection on the significance of the complaint, peer guidance, and meaningful resolution through a remedial education program.

- Most complaints can be resolved through a remedial education program, which is the first option the NHPC will pursue.
- Disciplinary measures are only appropriate for serious, repetitive misconduct and for members who cannot be re-mediated.

NHPC's Complaints Resolution Process does not:

- award damages or compensation
- accept complaints with criminal allegations that should be directed to the police
- intervene in civil disputes, including contract disputes
- order a member to offer a discount or refund for services rendered
- address a member's conduct outside of professional practice
- represent the complainant or offer legal advice

Who Can Submit a Complaint?

Anyone can submit a complaint against an NHPC member. However, the person should be directly involved in the situation that caused the complaint (for example, the client).

- Complaints can be filed on behalf of an individual; documentation to support the legal authority to represent the individual in the process will be required. For example, custody documents, power of attorney, etc.
- NHPC cannot process anonymous or pseudonymous complaints, as the member has a right to know who filed the complaint and the nature of the allegations.

How Long does the Complaints Process Take?

The Complaints Resolution Process involves an in-depth inquiry into all allegations made against a member and includes the opportunity for the matter to be reviewed and assessed by both the NHPC Chief Executive Officer (CEO) and Registrar and the Ethics Committee, a peer-review committee. Depending on the nature of the complaint and the documents submitted by all parties, it can take several months or longer to resolve a complaint.

How to File a Complaint

Complaint Letter

The first option is to write a letter detailing your concerns with the member's conduct and the resolution sought. The letter must include:

- your signature and the date you signed
- the member's full name and NHPC number (if known)
- the complainant's full name, address, email address, and phone number
- copies of documents that support the complaint (if applicable)

Complaint Form

The second option is to download and fill out the Complaint Form entirely, including:

- your signature and the date you signed
- the member's full name and NHPC number (if known)
- the complainant's full name, address, email address, and phone number
- copies of documents that support the complaint (if applicable)

For both the complaint letter and the complaint form, the complainant must download and fill out the *Authorization to Release Information* form. This must be signed and dated and submitted along with the complaint documents listed above.

Contact Information

Complaints can be submitted to the NHPC by regular mail or through secure digital submission.

Mail

Attention: Public Complaints
Natural Health Practitioners of Canada (NHPC)
107-9440 49 Street NW
Edmonton, AB T6B 2M9

Secure Digital Submission

Scan the complaint letter or fill out the complaint form and the Authorization to Release Information form. Request a secure link to submit the complaint digitally by emailing publiccomplaints@nhpcanada.org. Please **do NOT submit complaints directly by email** as it is not a secure method to transmit documents.

If you have questions or concerns about the complaints process, please contact NHPC Public Complaints at 780-484-2010 ext. 227, or by email at publiccomplaints@nhpcanada.org



Submit a Complaint

The Natural Health Practitioners of Canada (NHPC) reviews any conduct that is alleged to be detrimental to the best interests of the public or that violates the NHPC Code of Ethics. Complaints **MUST** be made in writing and must be signed and dated.

Complaints can be submitted through regular mail or online through secure digital submission.

Mail

Attention: Public Complaints

Natural Health Practitioners of Canada, 107-9440 49 Street NW, Edmonton, AB T6B 2M9

Online

Request a secure link to submit a complaint digitally by emailing publiccomplaints@nhpcanada.org. Please **do NOT submit complaints by email** as it is not a secure method to transmit documents.

Note: The NHPC will forward a copy of this complaint form and any supporting documentation to the member for a response to the complaint. Anonymous complaints or requests for anonymity will not be accepted.

Personal Information

First Name: _____ Last Name: _____

Address: _____

City: _____ Province: _____ Postal: _____

Phone: _____ Email Address: _____

Member Information

Member's Name: _____

Member's NHPC Number (if known): _____ Date of Incident: _____

Location of Incident: _____

Relationship to Member: Client Co-worker Employer

Other: _____



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Complaint Details

Please provide details of your main concerns regarding the member's conduct. Any further details or supporting documentation can be attached to this form.



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Have you addressed your concerns with the member? Please explain.

What is the outcome you are seeking by filing this complaint?

Signature: _____ Date: _____



Authorization to Release Information for Complaint Resolution

Complainant Information

First Name: _____ Last Name: _____

Address: _____

City: _____ Province: _____ Postal: _____

Phone: _____ Email Address: _____

Complainant's Authorization to Release Information

I understand that by signing this document I am consenting to allow the Natural Health Practitioners of Canada (NHPC) to:

- provide the full, unaltered letter of complaint or complaint form to the NHPC member who is subject to the complaint
- obtain my client health care record and/or other documentation and information about the complaint
- allow the custodian of my client health record to release my file to the NHPC
- allow members of the Ethics Committee, Sanction Committee, and NHPC Board of Directors to access the documents collected for the complaints process

Complainant Signature

Signature: _____ Date: _____