



Nova Scotia Board of Examiners in Psychology

Suite 455, 5991 Spring Garden Road
Halifax, NS B3H 1Y6
Telephone: 902-423-2238, Fax: 902-423-0058
www.nsbep.org

COMPLAINT FORM

- Complainants may wish to speak with the Registrar before lodging a formal complaint.
- To initiate a complaint against a Psychologist or candidate register, please complete this form and mail it to the NSEBP along with a brief outline of your concerns/complaint (see section D).

A. Person Registering Complaint		
Name:		
Address:		
City:		
Province:		Postal Code:
Telephone:	Home:	Work:
If Complainant is not the client of the Psychologist please describe the relationship to the client and to the Psychologist:		

B. Client Information		
Client's Name:		
Address:		
City:		
Province:		Postal Code:
Telephone:	Home:	Work:
Please note: If you are making a complaint on behalf of or regarding a client, NSBEP will request consent from the client or the client's legal representative to release confidential information.		



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Psychologist's Name:		
Address:		
City:		
Province:		Postal Code:
Telephone:	Home:	Work:

Confidentiality and Disclosure

Unless exceptional circumstances apply, all information you submit, including the complaint form and any documents you provide, will be given to the psychologist named in the complaint. Where the complaint relates to the provision of psychological services, NSBEP has the authority to obtain client records. These client records and other information obtained may also be provided to the psychologist named in the complaint.

NSBEP will disclose information provided or obtained in the course of the complaints process to the appropriate NSBEP staff, investigators, legal counsel, and committee members involved in the resolution of this matter. Where NSBEP determines it is necessary, information may be disclosed to you or other witnesses.

At a later stage in the complaints process, if the matter is referred to a hearing, the information you have been provided or that NSBEP has obtained may become public where required by law or under the Psychologists Act. Where appropriate, NSBEP will take necessary steps to avoid public disclosure of a complainant's identity.

I have read and understand the Confidentiality and Disclosure section of the complaint form

Signature of Complainant _____ Date _____



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Details of Complaint
<p>On a separate sheet, please provide a brief outline of your concerns, including the following:</p> <ul style="list-style-type: none">• Dates of service.• Location of service.• The reason(s) for your complaint.• A description of efforts, if any, you have made to resolve this matter.• Supporting documentation, if any.

Correspondence regarding Investigations must be conducted by regular mail.

If you would like to talk to someone about the complaints process, please contact the Registrar.

Mail:

The Registrar (**PLEASE MARK YOUR ENVELOPE: *Complaint Issue***)

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UPDATE REQUEST FORM

As described elsewhere in our documentation, Investigations of complaints usually take a minimum of three months to complete once they have started. Investigations of complex complaints can take up to a year and a half, or longer. The reasons for this are varied. The process can require extra time for a variety of reasons, for example if a special hearing is required to impose interim measures to protect the public. In some cases, a specialist's assessment may be necessary - which takes time to arrange and complete.

Please note that these timeframes are examples. In fulfilling its primary mandate to protect the public, the Investigation Committee is not bound by set timeframes.

Due to privacy and confidentiality obligations, the Investigation Committee may only be able to provide you with limited information while the investigation is ongoing. During the investigation, the Investigation Committee may communicate with you to provide updates and request additional information or clarification. Once the investigation is complete and the Investigation Committee renders a decision, NSBEP will provide you with a copy of the decision.

There may be lengthy periods where the Investigation Committee does not have substantive updates to provide. However, one form of communication that we do offer to people who have made a complaint is a brief statement made on a regular basis to let them know that the matter is still under investigation. Some people find this helpful as it reassures them that the matter is indeed still ongoing. Other people would rather not get reminders and are satisfied waiting for the Investigation Committee's decision. If you would like to receive a regular reminder, we recommend that you ask for one every three months, although you may request them more frequently if you wish. You may request a change in the frequency or reminders at any time by contacting the main office.

If you would like a regular reminder, please indicate in the boxes below (using an "X") how frequently you would like them, and provide an email address (preferred) or mailing address where we can send the information. Note that there will be no confidential information sent with the reminder. The reminder will simply state "The matter that you sent to the NSBEP is still under consideration at this time."

<input type="checkbox"/>	I do not wish to receive reminders – I will wait for the Investigation Committee's decision
(The Investigation Committee will continue to provide substantive updates when appropriate).	

I wish to receive reminders every	<input type="text"/>	months (3 is recommended).
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I prefer email:	If so, email address:	<input type="text"/>
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I prefer a letter:	If so, mailing address:	<input type="text"/>
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