

**Nova Scotia Board of Examiners
in Psychology**

nsbep@nsbep.org www.nsbep.org
Tel: (902) 423-2238 Fax: (902) 423-0058

Mailing and Courier Address:
103-287 Lacewood Dr., Suite 331 Halifax, NS B3M 3Y7

Physical Address:
Suite 455, 5991 Spring Garden Road Halifax, NS B3H 1Y6

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

On a separate sheet, please provide a brief outline of your concerns, including the following:

- 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

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

You can send your complaint to (addressed to The Registrar, NSBEP):

Mail or Courier:
Nova Scotia Board of Examiners in Psychology
103-287 Lacewood Dr., Suite 331 Halifax, NS B3M 3Y7

Fax: 902-423-0058

Email: nsbep@nsbep.org