

Complaints

Nova Scotia Board of Examiners in Psychology

It is the statutory responsibility of NSBEP to investigate and address complaints about the practice of psychologists. NSBEP may investigate and discipline member psychologists for engaging in practices that fall below minimum standards for the profession, or for engaging in professional misconduct, professional incompetence, conduct unbecoming a psychologist, or incapacity.

Before making a formal complaint, members of the public are encouraged to contact the NSBEP to confirm that the professional the person is considering lodging a complaint against is a Registered Psychologist or Psychologist (Candidate Register). Members of the public may also wish to check the Standards of Practice to read the requirements that govern psychologists in Nova Scotia. Public facing information including useful considerations before making a complaint, and about the complaint process and possible outcomes is also available on the NSBEP.org website.

If a decision is made by to file a formal complaint, a complaint form must be completed and submitted to the NSBEP. The Complaint Form is found on the NSBEP.org website ([link here](#)). The Complaint Form is first reviewed by the Registrar to determine if immediate action is required and/or whether the allegation is properly within the jurisdiction and appropriate for processing by the NSBEP.

The purpose of the initial review by the Registrar is to ensure the public is protected and to make best use of the extensive volunteer and administrative time it takes to process a complaint. Upon review of the complaint, the Registrar shall review the allegations to determine whether the matter is in fact a complaint appropriate for processing by the NSBEP. Upon review, the Registrar may determine that the allegation does not constitute a complaint within the meaning of the Psychologists Act and decline to process the matter.

In order to assist the Registrar in determining whether allegations are within the meaning of a complaint, the Board has established the following inclusion/exclusion criteria. If the allegation does not meet all of the inclusion criteria, or meets one or more exclusion criteria, the Registrar may decide that the allegation does not constitute a complaint and decline to process the matter.

Inclusion Criteria	Exclusion Criteria
<ul style="list-style-type: none">○ The allegation is against a current or former NSBEP Registered Psychologist or Psychologist (Candidate Register).○ The conduct alleged relates to a breach of the NSBEP Standards of Practice or the CPA Code of Ethics, professional misconduct, conduct unbecoming a psychologist, professional incompetence, or incapacity.	<ul style="list-style-type: none">○ The allegation is against an individual other than a NSBEP Registered Psychologist or Psychologist (Candidate Registrar).○ The allegation relates to the conduct of an individual in their role as a staff, committee, or Board member of NSBEP.○ The allegation is not within the jurisdiction of the NSBEP.○ The processing of the allegation would not advance the objects of the NSBEP.○ The allegation may be more appropriately addressed by another entity, organization, and/or process (<i>e.g., psychologist's employer, institutional ombudsman, school</i>

	<p><i>board, Human Rights Commission, courts of law, Freedom of Information and Protection of Privacy Act, Personal Health Information Act, another regulatory body).</i></p> <ul style="list-style-type: none"> ○ The allegation is about the member's personal life that does not relate to the practise of psychology or impair the reputation of the psychology profession. ○ The allegation is about administrative matters at the member's place of work (e.g., scheduling or fee issues). Individuals with such concerns should contact the workplace of the psychologist. ○ The allegation appears to be frivolous, vexatious or an abuse of process. ○ The allegation is anonymous, or the complainant does not allow for the release of information to the psychologist complained about. ○ The allegation is against a member who is deceased. ○ The allegation deals with a matter involving the same participants that has already been considered by the Investigation Committee.
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If the Registrar chooses not to process an allegation, the reasons for not processing the matter shall be communicated to the complainant and the psychologist. Within 30 days of receipt of the Registrar's reasons for not processing the matter, the complainant has the right to request in writing that the Investigation Committee reconsider the Registrar's decision not to process the matter. In making such request, the complainant must indicate their reasons for requesting a reconsideration. Upon considering a request for reconsideration, the Investigation Committee may confirm the Registrar's decision or refer the allegation to a differently constituted Investigation Committee for investigation. The Investigation Committee's decision regarding reconsideration is final.