



# CANADIAN COLLEGE OF PROFESSIONAL COUNSELLING PRACTITIONERS

## Instructions for filing a complaint against a member of the Canadian College of Professional Counselling Practitioners

In order to file a complaint, you must first verify that the counsellor you wish to file a complaint against is a member of the CCPCP. The Canadian College of Professional Counselling Practitioners is a voluntary, self-regulatory organization. CCPCP does not have jurisdiction over individuals who are not members of our organization and therefore we cannot process complaints against non-members. Please contact our membership office to determine if the counsellor is a member. Please be prepared to provide the counsellor's name, street address and telephone number of their practice when possible.

Call the CCPCP Registrar at 866-704-4828

Once you have determined that the counsellor is a member of the CCPCP, you may print, complete and mail the complaint form, with the relevant supporting documentation, to the head office:

### Canadian College of Professional Counselling Practitioners

*PO Box 23045*

*Vernon, BC V1T 9L8 Canada*

*Toll Free: 866-704-4828*

Please be sure to sign each of the required releases at the end of the form. Your form cannot be processed without your signature. If the releases are not signed or you have omitted other required information, we will not be able to process the complaint form and will need to return it to you. A complaint filed on behalf of another person will not be accepted. The CCPCP does not accept anonymous complaints.

### How Long Does the Complaint Review Process Take?

Our ethics review process will begin after you have completed and returned the complaint form and supporting documentation. The complaint process can take a minimum of three months to one year to complete. It is important that our office receive your cooperation throughout the course of the investigation.

### Can I Call the Ethics Office About My Complaint After I Have Filed It?

Questions regarding a specific complaint must be submitted in writing via email, or postal mail.

### Why Are Some Complaints Deemed Unfounded and No Action Is Taken?

We understand that having a complaint closed without action may be disappointing to you. However, please note that all complaints are reviewed thoroughly and each complaint is taken very seriously. A behavior may be upsetting to you but may not be a clear violation of a specific standard of the CCPCP Ethics Code. Complaints may also be closed without further action because there is not sufficient evidence to prove the behaviors, or the violations have already been adequately addressed in another forum or are likely to be corrected. It is also possible that at the time the complaint is reviewed, the counsellor is no longer a member.

Our investigation process is a paper process. We do not conduct interviews in person or via the phone. It is important that any information submitted be relevant to your specific complaint. Complaints alleging criminal behavior will be referred to the proper authorities for investigation. Please send us copies, not originals, of any documents. Please do not include pictures.

**Please ask yourself the following questions prior to preparing your materials to avoid a resulting delay in the processing of your complaint.**

- **Have you attempted to resolve the problem by discussing it with the counsellor before submitting a complaint?**
- **Does the behavior clearly fit within one or more Ethical Standards described in the Code of Ethics listed on the CCPCP website?**
- **Do you have documentation that you are legally able to share to prove the allegation?**