

# REGISTERING A COMPLAINT

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As a self-regulating profession, Manitoba Chiropractors Association (MCA) has statutory obligations for public safety. There are several roles and committees responsible to the seven-member Board. This includes a legislatively mandated Complaints Committee, an Investigations Chair, Investigators, members of an Inquiry panel, members of the public and MCA staff who assist with complaints and discipline.

There are two members of the Board who are also members of the public; one is appointed by the provincial government and the other by the Board after a public call for interest. Public protection is further enhanced by the mandatory regulatory committees and the work of our Registrar.

Despite the precautions noted above, you may sometimes be dissatisfied with the service, care, attitude or conduct of your chiropractor. If this is the case, you should feel that you can discuss the matter with your chiropractor in an open and forthright manner. Advising your chiropractor of your concerns may help to resolve the issue and increase your satisfaction with subsequent care.

However, if the issue cannot be resolved through discussion, or if you feel discussion is not appropriate, you have the right to file a formal complaint. [A Complaint Reporting Form](#) is provided for your use.

We know the complaint process can be stressful for both the complainant and the chiropractor. Our process is designed to protect the public, while providing a fair hearing for the chiropractor.

Once the written complaint is received by the MCA, it is immediately forwarded to either the Chair of the Complaints Committee or, depending on the allegation, to the Investigative Chair who is a member of the public. The member will receive a copy of the complaint and must respond within ten days. That response is then sent to the complainant.

The Complaints Committee reviews the complaint & works to resolve it. If the complaint is vexatious, it is dismissed. If the Committee is unable to resolve it, the complaint is moved to the Investigative Chair.

The Investigations Chair reviews the complaint and arranges a preliminary investigation, reviews evidence from appointed investigators and either informally resolves the matter to the satisfaction of the complainant by undertaking with member or forwards the matter to an Inquiry.

An Inquiry is made up of four members of the profession and one member of the public. Their final judgment is sent to the Board of Directors to dismiss or determine orders, penalties, undertakings, suspension and discipline. The Registrar then carries out and or monitors undertakings, conditions, disciplines and suspensions

The investigation and discipline process of the MCA is not a court of law. In filing a complaint, you are asking the MCA to investigate the care and/or professional behavior provided by a chiropractor. The MCA cannot order a chiropractor to provide a patient with financial compensation. Patients seeking financial compensation should seek legal advice.



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A bona fide complaint to the MCA is not actionable. This means that you cannot be sued for what you state in a complaint, if it has been directed only to the MCA, and provided that the complaint is not made in bad faith or for an ulterior purpose.

The time to complete an investigation will vary, depending on the complexity of the complaint and the timeliness in which responses are received. Please note that information may be requested from other individuals who have been identified as part of the Investigation. In some cases, an expert opinion may be sought.

For more information you can contact the MCA at:

Phone: **204-942-3000**

Email: **complaints@mbchiro.org**

## INSTRUCTIONS:

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- 1 Complete this form with as much detail as possible.
- 2 Ensure the form is signed.
- 3 Ensure any additional documentation is provided attached to the email, where possible.
- 4 Keep a copy of the form for your records.
- 5 Mail or email the completed and signed form to the MCA office:

**Manitoba Chiropractors Association**  
**989 Portage Ave**  
**Winnipeg, Mb**  
**R3G0R7**

Email: **complaints@mbchiro.org**

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# COMPLAINT REPORTING FORM



Manitoba  
Chiropractors  
Association

## I. PERSON REGISTERING COMPLAINT

NAME:		
ADDRESS:		
CITY:	PROVINCE:	POSTAL CODE:
PHONE:	EMAIL:	DATE OF BIRTH (dd/mm/yyyy):

## II. CHIROPRACTOR INFORMATION

CHIROPRACTORS NAME:
NAME OF CHIROPRACTIC CLINIC:
DATES ATTENDED THE CLINIC:
DATE SEEN WHEN THE COMPLAINT HAPPENED (IF IT OCCURRED ON ONE SPECIFIC DATE):
HAVE YOU TRIED SPEAKING TO THE CHIROPRACTOR ABOUT YOUR CONCERN? <input type="checkbox"/> YES <input type="checkbox"/> NO

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## III. DETAILS OF YOUR COMPLAINT

Please provide a clear description of your concerns about this chiropractor. Include in your description what the chiropractor did or failed to do to cause you to complain. Please enclose copies of any documents you feel would be relevant to the investigation. A copy of this complaint will be sent to the chiropractor you have identified.

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[attach additional pages if necessary]

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## IV. OTHER DETAILS

Please identify any other individuals who provided medical care or may have information relevant to your concerns. Include full names and contact information.

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Signature of Person Registering Complaint

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Date

## AUTHORIZATION FOR CONSENT AND RELEASE OF INFORMATION

I, the undersigned, consent and authorize the release of information contained in any health records, including chiropractor office records and patient billing information, concerning the Complainant to the MCA as it relates to my complaint, as is necessary for the investigation of the above complaint in accordance with the complaint process.

COMPLAINANTS FULL NAME:

DATE OF BIRTH (dd/mm/yyyy):

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Signature

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Date Signed