

Lodging a Complaint against a CASLPA Member

Who can make a complaint?

Anyone has the right to complain about the professional conduct of a member of CASLPA.

How do I make a complaint?

Complaints must be submitted in writing and contain specifics of the alleged infraction and the concern of the complainant. The complainant must include their address and sign and date the complaint. The complaint is mailed to the attention of the Manager of Speech-Language Pathology and Standards, CASLPA, 1 Nicholas St., Suite 920, Ottawa, K1N 7B7.

What is the process?

The manager of speech-language pathology and standards, sends a copy of the complaint to the chair of the ethics committee and to the member in question (respondent). The ethics committee is a standing committee of the board of directors and is composed of both audiologists and speech-language pathologists. In cases where the member works in a province with a licensing body, the complainant is referred to the regulatory body first.

How long does this take?

There are timelines outlined in the policy so that the process is conducted in a timely and confidential manner.

Is the action made public?

The actions are not published, but a member must declare on renewal of membership if they have been found guilty of misconduct.

CASLPA Complaint Procedure

Letter send to manager of Speech-Language Pathology and Standards

Copy of complaint sent to chair of ethics committee

Confirmation letter to complainant that complaint received. Copy of complaints procedure and statement that copies of all correspondence will be sent to respondent. If respondent is a member of a regulatory body, complainant is directed to lodge complaint there first.

Within 10 business days chair convenes ethics committee meeting

Decision that there was a breach of by-laws or ethics OR decision that member is not in violation of by-laws or ethics

Within 7 business days manager of speech-language pathology and standards sends notice of complaint and breaches of ethics or by-laws as well as right to make submission within 20 business days to respondent.

Within 14 business days manager of speech-language pathology and standards sends a copy of any response from the respondent to complainant and the complainant has 20 business days to respond.

Manager of speech-language pathology and standards sends complainant's and respondent's responses to ethics committee for review.

Within 20 business days ethics committee meets

- Instruct chair to conduct investigation.
- Make a decision.

Warning or letter or reprimand without suspension of membership **or**
revoke membership **or**
suspend membership for specified time or until conditions met **or**
impose terms, conditions on membership.

Within 100 business days of complaint, ethics committee submits written decision to executive committee

Within 20 business days executive committee makes a decision to follow or not follow recommendation and to provide decision and written reasons to complainant and respondent as well as notice of right to appeal within 20 days.

CASLPA Complaint Procedure

