



The Chinese Medicine and Acupuncture Association of Canada, Nova Scotia Chapter

6066 Quinpool Rd. Halifax,
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Complaints & Discipline Process

The Ethics Committee consists of impartial members of the Association (who are deemed to be without conflict of interest on a case by case basis) and a member of the public. Its responsibility is to provide the Association members with a process to both protect them from unwarranted or unjustified complaints while protecting our patients and the general public from practitioners who are unqualified, incompetent, conduct poor professional ethics or in any way jeopardize the good and welfare of others and the good reputations of the other members of the Association.

This committee investigates complaints and allegations against its' members, makes decisions and takes actions to discipline its' members in accordance with this procedure and our bylaws. Members may be assured, that all allegations made against them by individuals, whether patients, other members, or any other member of the public, will be communicated to them in writing and will be carefully examined by the Association, provided such complaints are put in writing. The Association's responsibility is to act impartially and make decisions based solely on the facts and circumstances of each case.

Once a written complaint is received and a letter outlining the existence of a complaint is sent to the member, the complainant's letter is acknowledged. A copy of the complainant's letter is also sent to the member concerned with a request for a detailed explanation in writing with any documentary evidence, within 2 weeks of notification of the complaint.

The Ethics Committee will investigate and determine if the facts as alleged, are true and will communicate the need for more information within 30 days. Members will receive a letter outlining the final ruling, with any disciplinary actions, within 30 days of receiving the complaint. A complaint against a member can only be upheld if the member is clearly proven to be in breach of our Ethics Standards. All other matters it is up to the complainant, if still aggrieved, to seek redress through their own legal action.

If any complaint is directed to a Court of Law and results in convictions, the Ethics Committee is obliged to accept the findings of a Court of Law. The legal process will take precedence and nullify any investigation of facts by the Ethics Committee leading to a conviction.

If the Ethics Committee finds that the allegations have been proven, true, depending upon the nature and seriousness of the complaint and allegations, the committee may:

- Assign actions and or remedial measures, in keeping with the nature of the offence over a stated probationary time frame to correct the behaviour and provide assurances it will not happen again in the future. The disciplinary actions must meet the approval of the complainant to ensure the complaint has been satisfied.
- Revoke his or her membership, remove his or her name from the list of approved members and ask the member to return the membership certificate. A notice will be sent to the general membership and stakeholders, outlining that his or her membership has been revoked.

If the Ethics Committee finds that the allegations have not been proven, the Ethics Committee may:

- Dismiss the complaint and send a written letter to the member absolving them of any of the complainant's allegations. This must be done in consultation with and with a full explanation to the complainant to ensure the complaint has been satisfied.

The Ethics Committee is responsible to provide both the member and the complainant a detailed explanation and decision in writing within 30 days of notification of the complaint to the member.