

ANPO

ASSOCIATION DES
NATUROPATHES PROFESSIONNELS
DU QUÉBEC

DEPUIS 1971 / SINCE 1971

ANO

ASSOCIATION DES
NATUROTHÉRAPEUTES
DU QUÉBEC

RMO

REGROUPEMENT DES
MASSOTHÉRAPEUTES
DU QUÉBEC

COMPLAINT FORM

IDENTIFICATION OF THE COMPLAINANT

First and last name: _____ *Phone number:* _____

E-mail: _____

Adress:

MEMBER IDENTIFICATION

Member's full name: _____ *Membership number :* _____

INFRACTION

<i>Date:</i>		<i>Time:</i>	
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<i>Location:</i>	
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EVENT DESCRIPTION

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IS THERE A LINK BETWEEN YOU AND THE THERAPIST?

HAVE YOU FILED A COMPLAINT WITH THE POLICE?

WERE THERE ANY WITNESSES TO THE REPORTED EVENT?

Full name: _____ Phone number: _____

Full name : _____ Phone number: _____

Full name : _____ Phone number: _____

Full name : _____ Phone number: _____

WHAT TYPE OF SETTLEMENT ARE YOU EXPECTING?

SOLEMN DECLARATION

I hereby authorize the Disciplinary Committee and the members of the Board of Directors of the ANPQ/ANQ/RMQ to read this form so that the complaint process can be applied immediately. I, the undersigned, affirm that the information provided is true to the best of my knowledge.

Complainant : _____ Date : _____

RÉSERVÉ À L'ADMINISTRATION

Head of the discipline committee _____ Date _____

Member of the Board of Directors _____ Date _____

Extract from the Code of Ethics

10. Whistleblowing, complaints handling, and disciplinary measures. The Association has a commitment to promoting honesty and integrity and maintaining the highest ethical standards in all its activities. The ANPQ will treat any complaint received with due diligence and respect for both the complainant and the member. The Confidentiality Policy and Whistleblower Policy are the basis of its procedures and decisions.
- 10.a. In accordance with these values, the Association does not allow illegal or unethical behavior, such as fraud, criminal acts, infractions, or any violation of this Code of Ethics.
- 10.b. Any complaint about a member's practice or failure to comply with the present code will be referred to the Disciplinary and Termination Committee without delay.
- 10.c. Complaints must be written and signed by the complainant. Reporting a case anonymously could limit the Association's ability to conduct in-depth investigations if the information provided is insufficient. For this reason, the Association will ask the complainant to reveal his/her identity and will ensure confidentiality.
- 10.d. To conduct a proper investigation, the complaint must have sufficient factual information and evidence.
- 10.e. In order to establish the facts, the administrator of the Disciplinary and Termination Committee will contact each of the parties.
- 10.f. The Disciplinary and Termination Committee administrator will investigate the complaint independently, promptly, and confidentially, taking care to protect the identities of the individuals involved.
- 10.g. All complaints will be investigated promptly and the appropriate corrective action will be taken as recommended in the Disciplinary and Termination Committee administrator's report.
- 10.h. Sanctions may range from a few months of suspension to complete deregistration. In which case, we will notify the participating insurance companies. During the suspension period, the member will lose the privileges of their practice that were provided by the ANPQ.
- 10.i. The administrator presents his report and recommendations to the person who was complaining. He ensured that all the names of the individuals involved in the incident and all the elements that could prove their identity are ratified.
- 10.j. The administrator has the discretion to communicate or not, in whole or in part, the report and recommendations of their investigation to the person who is reporting the incident, within the limits authorized by the Law and the Confidentiality Policy that the Association has adopted.
- 10.k. Complaint files are owned by the Association and are kept in its archives in a manner that ensures their confidentiality. They can't be used to harm the parties to whom they relate under any circumstances.
- 10.l. The administrator is accountable for imposing sanctions, which can be anything from recommendations to improve practice, to suspension or expulsion. In these circumstances, we will inform the insurance companies involved. Consequently, the member forfeits the privileges of their practice that were provided by the ANPQ during the period in question.
- 10.m. No refund will be given for membership in the event of suspension or termination