



COMPLAINT FORM

Important: Limits of a Complaint

To ensure our process is the right fit for your concerns, please note the following constraints under the *Nova Scotia Regulated Health Professions Act*:

- **No Clinical "Second Opinions":** The NSRP reviews a psychologist's *conduct*, not their clinical findings. We cannot change a diagnosis, issue a new psychological opinion, or rewrite an assessment report for **insurance, benefits, employment, or court purposes**.
- **Not Admissible in Court:** Under Section 138(3) of the Act, NSRP investigations and decisions **cannot be used as evidence** in civil court, custody disputes, or insurance appeals.
- **No Financial Awards:** The NSRP cannot award money, damages, or refunds.
- **No Record Changes:** We cannot order a psychologist to delete or alter a clinical record.
- **Consultation:** Complainants may wish to contact the Registrar or Registrar's Designate before lodging a formal complaint to review these limitations.
- **How to Initiate:** To file a complaint against a psychologist or Psychologist, Candidate Register, please complete this form and send it to the NSRP along with a clear outline of your concerns.

A. Person Registering Complaint		
Name:		
Address:		
City:		
Province:		Postal Code:
Email Address:		
Telephone:	Home:	Work:

In the box below, please indicate what you hope to accomplish by filing this complaint:

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B. Client Information

Client's Name:

Address:

City:

Province:

Postal Code:

Telephone:

Home:

Work:

Please note: In accordance with the *Regulated Health Professions Act*, the NSRP is bound by strict client confidentiality. If you are not the client, we are limited in our ability to share information or investigative details with you without the client's express written consent. Furthermore, if a client does not support a complaint made on their behalf, the NSRP's ability to proceed with an investigation may be restricted.

If you are not the client of the psychologist, please describe your relationship to the client and to the psychologist:

Psychologist's Name:

Address:

City:

Province:

Postal Code:

Telephone:

Home:

Work:

Confidentiality and Disclosure

Unless exceptional circumstances apply, all information you submit, including the complaint form and any documents you provide, will be given to the psychologist named in the complaint. Where the complaint relates to the provision of psychological services, NSRP has the authority to obtain client records. These client records and other information obtained may also be provided to the psychologist named in the complaint.

NSRP will disclose information provided or obtained in the course of the complaints process to the appropriate NSRP staff, investigators, legal counsel, and committee members involved in the resolution of this matter. Where NSRP determines it is necessary, information may be disclosed to you or other witnesses.

At a later stage in the complaints process, if the matter is referred to a hearing, the information you have been provided or that NSRP has obtained may become public where required by law or under the Psychologists Act. Where appropriate, NSRP will take necessary steps to avoid public disclosure of a complainant’s identity.

I consent and authorize the NSRP to collect, use, and disclose any health records for the purposes of investigating the attached complaint in accordance with the Regulated Health Professions Act.

Authorization for Collection, Use and Disclosure of Personal Health Information

In accordance with the Regulated Health Professions Act, I consent and authorize the Nova Scotia Regulator of Psychology to collect, use, and disclose my personal health information, including health records from any health professional, health facility, psychologist, or other relevant source, for the purpose of investigating and resolving the complaint I have submitted.

I have read and understand the Confidentiality and Disclosure section of the complaint form.

Signature: _____ Date: _____

Full Name (please print): _____

Date of Birth (YYYY/MM/DD): _____

Need Assistance? If a disability, accessibility need, or language barrier prevents you from completing this form in writing, the NSRP provides an alternative filing process. This typically involves an Investigator recording a formal statement via phone or video conference. To request this accommodation, please contact the [NSRP Office](#).

Please note: The Investigator’s role is to gather information in a neutral and impartial manner. While they are available to explain the investigation process, they cannot provide legal advice or assist in drafting the content of your complaint

Details of Complaint

Please provide the following information:

- **Dates and Location of Service.**
- **The Reason(s) for your complaint:** Please focus on the specific conduct or actions of the psychologist that you believe did not meet professional standards.
- **Resolution Efforts:** Describe any efforts you have made to resolve this matter with the psychologist.
- **Desired Outcome:** Please state what you hope to accomplish by lodging this complaint. (*Please refer to the "Limits of a Complaint" section above regarding what outcomes are legally possible*).
- **Supporting Documentation:** You may provide documents that directly support your specific concerns.
 - *Note: Please do not provide original records or large volumes of data at this stage. * Note on Recordings:* The **NSRP** generally does not accept surreptitious (secret) audio or video recordings. The **NSRP** determines the relevance and admissibility of all evidence; please do not submit recordings unless specifically requested.

E. Communication Preferences

Investigations of complaints usually take a minimum of three months to complete, and complex matters can take 18 months or longer. While the Investigation Committee provides substantive updates when appropriate, we also offer a regular "Status Reminder" service.

Please indicate your preference below:

I do not wish to receive reminders. I will wait for the Investigation Committee's decision.

I wish to receive regular status reminders. (Standard recommendation is every 3 months).

Preferred frequency: Every _____ months.

* Reminders contain no confidential information and will simply state: *"The matter is still under consideration at this time"*

You can send your complaint to (addressed to The Registrar, NSRP):

Email: nsbep@nsbep.org

Fax: 902-423-0058

Mail or Courier:

Nova Scotia Regulator of Psychology

103-287 Lacewood Dr., Suite 331 Halifax, NS B3M 3Y7

Please enclose documents in an envelope or package for secure handling.