



Complaints: How to Respond

It can be very stressful to learn that a complaint has been filed against you. It's important to remember that the Complaints Committee has an obligation to ensure a fair process that gives you the opportunity to present your side of the story before making a decision.

By providing information to the Complaints Committee, you help them understand the situation and your involvement from your perspective. For that reason, it's very important that you participate in this part of the process.

Here are some tips on how to respond if a complaint is filed against you.

Take some time: Give yourself time to process what has happened and gather your thoughts. After receiving the complaint notice, take a couple of days to carefully review all the concerns raised within the complaint, and reflect on them.

Provide documents or evidence to support your story: Try to remain factual and objective and in doing so, back it up with documents or evidence that can support your response.

Contact the College to learn about the complaint process: You are always welcome to contact the Professional Regulation department at proreg@college-ecce.ca to learn about the complaints process. If you have questions regarding your investigation, please contact the investigator assigned to your case. It's important to remember that any information provided is not considered legal advice. College staff cannot provide legal advice or make recommendations regarding what would be in your best interest.

Don't contact the complainant to discuss the complaint: It is generally better not to discuss the complaint directly with the person who filed it.

Consider consulting legal counsel:

You have the right to legal defense who can support and guide you throughout the investigation process or advise you of your legal rights if you wish. However, legal counsel is not required. The College's complaints process is intended to be accessible to RECEs without legal counsel.

Be thorough in your response:

Think about...

- What do you want the Complaints Committee to know?
- Have you done any courses or new learning to strengthen your practice?
- What are you doing differently after receiving the complaint to improve your practice?

In reflecting on these questions, ensure that you provide documentation or evidence to support your action for improvement.

Be truthful, honest and sincere:

Don't alter any records or evidence. This is an act of professional misconduct and could be held against you.