

## **THE COMPLAINTS PROCESS**

There may be a time when you see a Registered Psychiatric Nurse or a Graduate Psychiatric Nurse do something that is not professional. If you are not sure whether this is something that should be reported to the College, please call the College. Either the Executive Director or the Practice Consultant can assist you in making that decision.

You may get help to write out the complaint if you wish. A complaint identifies what happened; the date and time at which it happened; where it happened; who was there; who was affected and how; and, who this was reported to and when.

## **ROLE OF THE COLLEGE**

The role of the College of Registered Psychiatric Nurses of Manitoba (CRPNM) is to ensure safe, effective psychiatric nursing practice. The CRPNM must review all written complaints made against its members. All complaints are reviewed by the Investigation Committee of the College.

## **HOW TO FILE A COMPLAINT**

A complaint must be sent, in writing, to the Executive Director at the CRPNM 1854 Portage Ave, Winnipeg, MB, R3J 0G9.

A person who makes a complaint against a Registered Psychiatric Nurse is called “the complainant” under the *Registered Psychiatric Nurses’ Act*.

The complainant must state the full name of the Registered Psychiatric Nurse (RPN) or Graduate Psychiatric Nurse (GPN) against whom a complaint is being made. The complaint must include a description of each incident in detail. The details include:

- ◆ the date and time at which the incident took place;
- ◆ the place where the incident happened;
- ◆ the names of other persons involved; and,
- ◆ other details about what took place.

Persons involved include any person affected by what the RPN or GPN did or did not do. It also includes any witnesses to what happened. It should also include the names of other persons who may have information about what happened.

The person making a complaint should keep a copy of the complaint and the original should be sent to the CRPNM.

## **WHAT HAPPENS WHEN A COMPLAINT IS RECEIVED**

When a complaint is received, the Executive Director checks that the basic information is included. Then, the following actions usually take place:

- a. A letter is sent to the complainant stating that the complaint has been received.
- b. A letter is sent to the RPN, with a copy of the complaint, asking the RPN to respond in writing to the complaint.
- c. The initial complaint and the RPN’s response are then reviewed by Investigation Committee.

## **THE INVESTIGATION COMMITTEE**

The Investigation Committee of the CRPNM is formed of three RPNs and two public representatives. The Committee’s role is to review the complaint and determine how to best deal with the matter. The Investigation Committee’s options are identified in *The Registered Psychiatric Nurses Act* and include:

- ◆ resolving the complaint informally
- ◆ referring the matter to the discipline committee
- ◆ directing that no further action take place
- ◆ censuring the member
- ◆ entering into an agreement with the member that provides for one or more of the following:
  - ◆ assessing the member’s capacity or fitness to practice psychiatric nursing
  - ◆ counselling or treatment of the member
  - ◆ monitoring or supervising the member’s practice of psychiatric nursing
  - ◆ requiring that the member complete a course of remedial study
  - ◆ placing conditions on the member’s certificate of registration

- ♦ accepting the voluntary surrender of the member's certificate of registration
- ♦ any other action that the Committee considers appropriate in the circumstances and that is consistent with the legislation.

The member and complainant must agree to the options. If the complainant does not agree with the action, the complainant can appeal the Committee's decision to the Board of Directors. If the RPN against whom the complaint was made does not agree with this action, the matter may be forwarded to the Discipline Committee of the CRPNM for a full hearing into the matter.

The Investigation Committee will use the following reference materials in the review of a complaint:

- ♦ The Registered Psychiatric Nurses Act & its regulation
- ♦ The CRPNM Code of Ethics
- ♦ The Standards of Psychiatric Nursing Practice
- ♦ The Psychiatric Nursing Competencies
- ♦ Guidelines for RPNs in Independent Practice

All of these materials are available on the CRPNM website or by contacting the CRPNM office at 888-4841.

**THE COLLEGE OF REGISTERED PSYCHIATRIC NURSES OF MANITOBA PROTECTS THE PUBLIC  
OF MANITOBA BY PROMOTING SAFE, EFFECTIVE PSYCHIATRIC NURSING PRACTICE.**

**EACH REGISTERED PSYCHIATRIC NURSE SHARES THAT RESPONSIBILITY.**