



New Brunswick College of Pharmacists

Ordre des pharmaciens du Nouveau-Brunswick

*Governing the practice of pharmacy for a healthier New Brunswick
Régir l'exercice de la pharmacie pour un Nouveau-Brunswick en meilleure santé*

COMPLAINT PROCESS INFORMATION

BEFORE YOU BEGIN

If you have not yet had a chance, we encourage you to visit the New Brunswick College of Pharmacists' (the "College") website to obtain more information on its complaint process. The following link should provide you with information on the initial recommended steps prior to filing a written complaint: [New Brunswick College of Pharmacists - Public Section : Complaints \(nbpharmacists.ca\)](http://www.nbpharmacists.ca). Once on this page, you can click on item 3. *Complaint Process* ([New Brunswick Pharmaceutical Society \(in1touch.org\)](http://www.in1touch.org)) which will explain the complaint process in further details.

Before filing a written complaint, you should:

1. a few days after the incident, contact the pharmacy and request to schedule a meeting (in-person or virtual) or a telephone call in order to discuss the incident and your concerns. You can request this meeting or call with either the pharmacy technician or pharmacist in question, or if you are not comfortable talking with them directly, ask to speak with the pharmacy manager about the incident;
2. during the meeting or call, discuss your concerns or dissatisfaction relating to your assessment, medication or advice received. Sometimes, issues may arise because of a misunderstanding or misinterpretations between what you expected and what the pharmacy technician or pharmacist believed should be done for your care; and
3. if the pharmacy technician, pharmacist or pharmacy manager is unable to resolve your questions and concerns during the meeting or call, or if you are not satisfied with the outcome, you can then consider filing a written complaint against the pharmacy technician, pharmacist or pharmacy (pharmacy manager) in question.

EXPECTATIONS

You should know that the College cannot assist you in recovering money from a pharmacy or resolve business related issues, such as:

- services not related to your health care needs (for example, postal outlets, bill payments, etc.);
- fees charged for a service or medication;
- other financial issues;
- obtain financial compensation; or
- customer service or inappropriate conduct (for example, rude vocabulary, swearing, etc.).

FILING A WRITTEN COMPLAINT

To file a written complaint with the College against a pharmacy technician, a pharmacist or a pharmacy (pharmacy manager), you may do so by completing the Complaint Form and sending it to the Administrator of Complaints.

COMPLAINT PROCESS

Once the Administrator of Complaints obtains the fully completed Complaint Form, they will then provide it to the respondent (the pharmacy technician, the pharmacist or the pharmacy manager – the person named in the written complaint) to provide them the opportunity to provide a response to the complaint. They will have twenty-one (21) days to do so. This response is then shared with the complainant (you), to provide you the opportunity to reply by adding or clarifying information. You will have ten (10) days to provide such reply to the Administrator of Complaints, who will share it with the respondent to provide them the opportunity to reply by adding or clarifying information. The documents will be exchanged between both you and the respondent until one of you has nothing further to add.

Once the Administrator of Complaints has all written complaint documents in hand, they will review all documents to determine if the respondent did not respect a section of the legislation (act and regulations), Code of Conduct, practice directives, etc. applicable to them. Depending on those findings, a decision is then made on how to proceed with the complaint (investigate, settle, dismiss, refer to a Complaints or Discipline Committee). This decision is then shared with the complainant, who will have thirty (30) days to appeal the decision if they are dissatisfied with it. If they appeal, the complaint is then brought in front of a Complaints Committee. If it is not appealed, the complaint proceeds as explained in the decision.