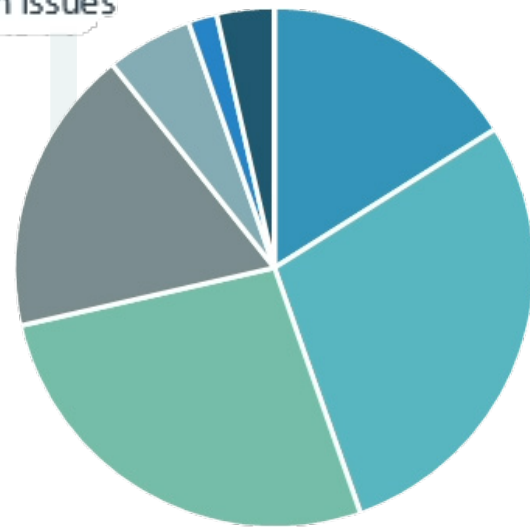


Complaints Committee & Discipline and Fitness to Practice Committee

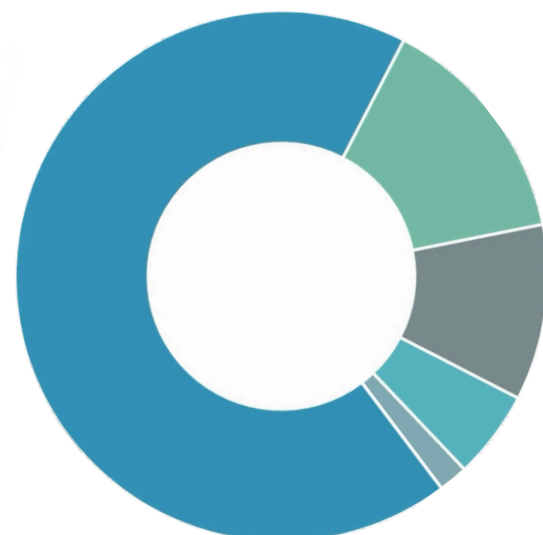
In 2021, there were 56 complaints filed with the Administrator of Complaints

- 9 Medication Error
- 16 Unethical Conduct / Communication Issues
- 15 Unauthorized Practice
- 10 Pharmacy Operations
- 3 Privacy / Confidentiality
- 1 Narcotics / Forgery
- 2 Other
- 0 Sexual Abuse

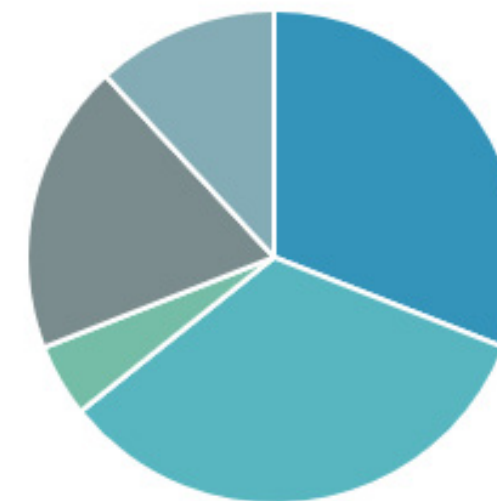


Disposition of complaints at the conclusion of 2021:

- 38 Abandoned by Complainants
- 3 Withdrawn by Complainants
- 8 Dismissed by AoC
- 6 Settled by AoC
- 1 Referred to CC
- 0 Referred to DC



In 2022, there were 42 complaints filed with the Administrator of Complaints

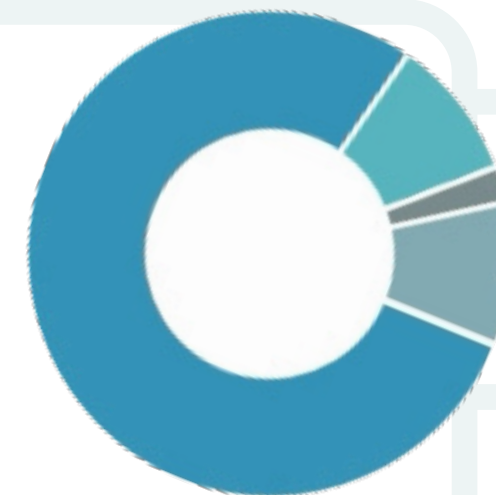


- 13 Medication Error
- 14 Unethical Conduct / Communication Issues
- 2 Unauthorized practice
- 8 Pharmacy Operations
- 5 Privacy / Confidentiality
- 0 Narcotics / Forgery
- 0 Other
- 0 Sexual Abuse



Disposition of complaints at the conclusion of 2022:

- 33 Abandoned by Complainants
- 4 Withdrawn by Complainants
- 0 Dismissed by AoC
- 1 Settled by AoC
- 4 Referred to CC
- 0 Referred to DC



Complaints are dealt with in three forums

According to Part X - Discipline and Competence of the *New Brunswick Pharmacy Act, 2014*:

Administrator of Complaints: may investigate, settle, refer to committees or dismiss complaints.

Complaints Committee: reviews and decides on complaints or refers complaints to Discipline and Fitness to Practice Committee.

Discipline and Fitness to Practice Committee: reviews and rules on complaints that have been referred from either the Administrator of Complaints or the Complaints Committee.