



## STEP 1: INITIATION

The College receives a written complaint.



During this phase, the College may request additional information from the complainant and pharmacy or pharmacy professional.



## STEP 2: NOTICE OF COMPLAINT

Once all required information for the complaint has been received and reviewed by the College, the pharmacy or pharmacy professional involved will be issued a Notice of Complaint.



The pharmacy or pharmacy professional has 30 days to provide the College with their written response.



## STEP 4: RESULTS OF THE INVESTIGATION

A report of the investigation is reviewed by a panel of the Inquiries, Complaints and Reports Committee (ICRC).



The ICRC deliberates over the information it has reviewed and makes a decision on how to proceed with the complaint.



## STEP 3: THE INVESTIGATION

Each complaint is fully and impartially investigated by College staff.



The ICRC attempts to resolve or close a complaint within 150 days of it being filed. This time period may be shorter or longer depending on the nature and complexity of the complaint and investigation.



## STEP 5: DECISION MAKING

The ICRC has a number of options available to it, including taking no action, requiring remedial training, or referring the pharmacy or pharmacy professional to the Discipline Committee.



Decisions are usually issued within a month after the ICRC's meeting.



## STEP 6: ICRC COMPLAINTS DECISIONS AND REVIEW PROCESS

Both parties will receive a copy of the panel's decision and reasons and either party may seek a review.



Where the ICRC has issued a caution, remedial training or referred the matter to the Discipline Committee, this information is posted on the College's website ("Find a Pharmacy or Pharmacy Professional" tool).

To file a complaint, please complete our [online complaint form](#).

If you have any questions, please email [concerns@ocpinfo.com](mailto:concerns@ocpinfo.com) or call 416-962-4861 ext. 3800.