



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.



In the majority of cases, complaint investigations are completed within 150 days. However, more complex investigations often take longer to complete.



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 or call 416-962-4861 ext. 3800.