







- Expectations?
- Requirements?
- Realities?

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1. PLANNING

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1. PLANNING

- Be aware of requirements
 - *Volochay v. College of Massage Therapists of Ontario* 2012 ONCA 541

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1. PLANNING

- Determine what is required
 - *Gore v. College of Physicians and Surgeons of Ontario* 2009 ONCA 546
 - *Law Society of Upper Canada v. Wise* 2009 ONLSAP 13

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1. PLANNING

- Determine what is possible
 - *Tupper v. Nova Scotia Barristers' Society*, 2013 NSCA 14
 - *Patient X v. College of Physicians and Surgeons of Nova Scotia*, 2013 NSSC 32

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2. MANAGEMENT

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2. MANAGEMENT

- Organization

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2. MANAGEMENT

- Deadlines
 - *Regulated Health Professions Act, 1991 (RHPA)*
 - *Architects Act*

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2. MANAGEMENT

- *Sazant v. College of Physicians and Surgeons of Ontario 2012 ONCA 727*

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3. ALTERNATE DISPUTE RESOLUTION

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3. ALTERNATE DISPUTE RESOLUTION

- Statutory?
 - RHPA
 - *Statutory Powers Procedure Act*

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3. ALTERNATE DISPUTE RESOLUTION

- Philosophy?

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**Leading Practices in Complaint
Handling**

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