



COLLEGE OF PHYSICIANS AND SURGEONS OF NEW BRUNSWICK

Filing a complaint

The College will review any complaint received regarding the conduct or care provided by a physician. Such a complaint must be in writing and must identify, with reasonable clarity, the issues being raised.

However, it should be noted that many issues can be resolved without filing a formal complaint. For that reason, individuals are encouraged to contact the College to discuss any matter of concern.

Complaints may be received in English or French. Upon receipt, they are forwarded to the physician for comment. In addition, records will be sought from hospitals and other sources. When all of the information is available, it is presented to the Complaints Committee, which makes a recommendation on the conduct or care provided. This is then forwarded to the Council of the College for approval. The entire process generally takes a few months.

The overwhelming majority of complaints are resolved by the Complaints Committee. In more serious matters, the Committee will recommend that the matter proceed to a formal hearing, before a Board of Inquiry. In addition, if there are ongoing concerns regarding a physician, a more extensive investigation will be undertaken by the Review Committee of the College.

For more information see also:

- ▶ [Code of Ethics](#)
- ▶ [Regulation #9, Professional Misconduct](#)
- ▶ [Guidelines](#)

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General Information

The College of Physicians and Surgeons of New Brunswick has responsibility within the province of New Brunswick, Canada for:

- the licensing of physicians
- monitoring standards of medical practice
- investigating complaints against physicians

In addition to these three primary areas of responsibility, the College is often approached for advice in ethical, medical-legal, and general quality of care matters. The College operates under the authority of the [Medical Act](#) and applicable regulations.

Address all correspondence to:

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Rothesay, NB E2E 5K8*

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For more information see also:

- ▶ [Licensure in New Brunswick](#)
- ▶ [The Complaints Process](#)

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