



National Eating Disorder Information Centre

www.nedic.ca

FILING A COMPLAINT ABOUT A HEALTHCARE PROVIDER In Saskatchewan

When seeking support for an eating disorder, you deserve to receive care that is appropriate, safe, and professional. If you have a concern about a healthcare provider with whom you have worked or are currently working, it is your right to make a complaint.

There are many different healthcare professionals from whom you may receive support during recovery. Some may be **regulated health professionals**, meaning that they are accountable to one of Saskatchewan's many regulatory bodies. While some regulated health professionals work in **hospital-based programs**, others deliver their services through community agencies or private clinics.

There are also individuals providing eating disorder care who are **unregulated**. For example, in Saskatchewan, "recovery coach", "nutritionist", "therapist" and "counsellor" are not regulated titles or professions, and individuals practising these professions are not accountable to a specific regulatory body.

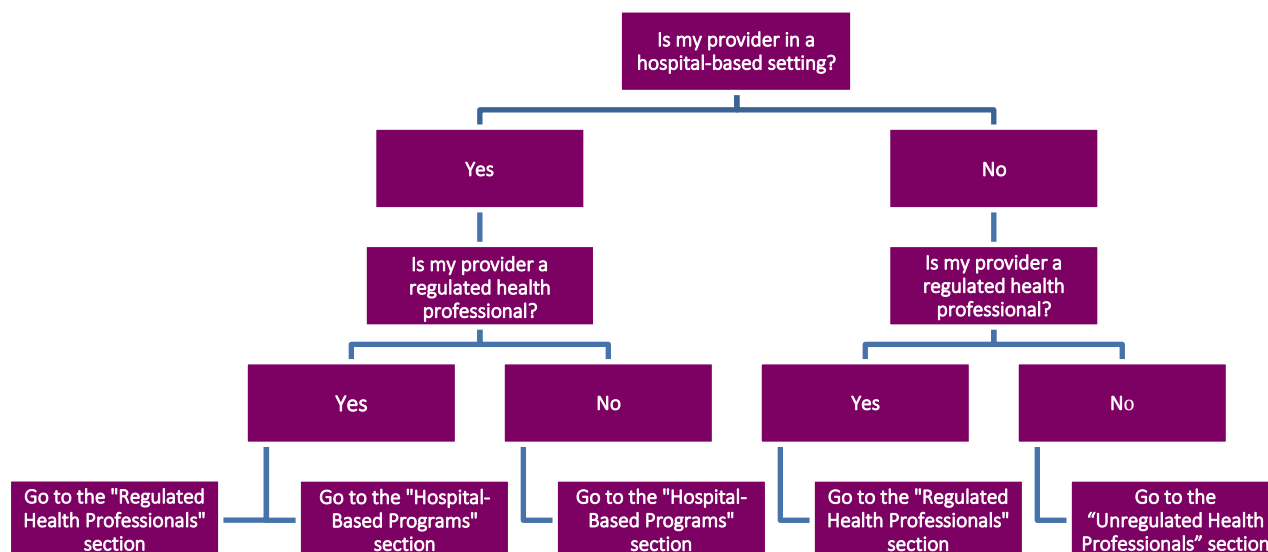
Please note that some regulated professionals may choose to use an unregulated title alongside their regulated one. For example, a social worker may also refer to themselves as a counsellor because it better describes their role to the public. If you are uncertain whether a healthcare provider is regulated, you have the right to ask if they are registered with a regulatory body.

Should I Make a Complaint?

Any eating disorder care provider, regardless of whether or not they are a regulated health professional, should be committed to practising ethically. An ethical care provider prioritizes clients'/patients' safety and strives to avoid causing harm. Some examples of issues that warrant concern are discriminatory attitudes and/or behaviours (e.g., racism, ableism, transphobia, etc.), boundary violations (e.g., inappropriate touch, sexual harassment, sexual assault, etc.), and exploitative fee practices.

How Do I File a Complaint?

Because there are different steps to follow depending on whether your care provider is a regulated health professional, the chart below can help you determine which section of this guide to consult for further information and next steps.



REGULATED HEALTH PROFESSIONALS

Public Registers

Every health professional regulatory body is required to maintain a registry of all licensed professionals. If you are receiving services from a regulated health professional, you can use their professional designation to determine which regulatory body they belong to, and then search that regulatory body's public register for their name or licence number to review details about their registration. For example, you can learn when they first registered with that regulatory body, whether they have any Terms, Conditions, and Limitations (TCLs) on their registration (e.g., if they are required to practise under clinical supervision), and whether they have previously been directed to undergo remedial activities as the result of a disciplinary decision, etc.

Below, you can read more about the professional designations for each Saskatchewan regulatory body*. Click on the name of a regulatory body to find its corresponding public register:

Regulatory Body	Regulated Title(s)	Other Commonly Used Titles
College of Dental Surgeons of Saskatchewan	Dentist Dental Surgeon	
Saskatchewan Dental Hygienists' Association (SDHA)	Dental Hygienist	
Saskatchewan Dietitians Association (SDA)	Dietitian Registered Dietitian (RD) Professional Dietitian (P.Dt.)	
Saskatchewan Association of Naturopathic Practitioners (SANP)	Naturopathic Doctor (ND) Naturopath	

Saskatchewan Association of Licensed Practical Nurses (SALPN)	Licensed Practical Nurse (LPN) Practical Nurse Nurse	
Registered Psychiatric Nurses Association of Saskatchewan (RPNAS)	Registered Psychiatric Nurse (RPN) Graduate Psychiatric Nurse Nurse	
Saskatchewan Society of Occupational Therapists (SSOT)	Occupational Therapist (OT)	
College of Physicians and Surgeons of Saskatchewan (CPSS)	Physician Surgeon Psychiatrist	Doctor Medical Doctor
Saskatchewan College of Psychologists	Psychologist	
Saskatchewan Association of Social Workers (SASW)	Registered Social Worker (RSW) Social Worker	

*Please note that this table includes only the most common providers serving the eating disorders community and their corresponding regulatory bodies and does not constitute a complete list of all regulators in Saskatchewan. For more information, please consult the [Network of Interprofessional Regulatory Organizations \(NIRO\)](#).

Filing a Complaint with a Regulatory Body

It is the responsibility of each regulatory body to protect the public from unprofessional conduct and hold the registrants of its profession accountable for the care they provide. If you have concerns about a regulated health professional, you may wish to file a complaint with their corresponding regulatory body. To do so, you must submit a detailed written account of your concerns and may be required to give consent to access your clinical file for the purposes of investigation.

Upon receiving a complaint, the regulatory body initiates a formal process, adhering to all necessary steps. After reviewing the complaint, the regulatory body contacts both the complainant and the healthcare professional under investigation to discuss the details. During this process, the complainant's name and statement are shared with the professional to allow them an opportunity to respond. The regulatory body listens impartially to both sides and may conduct a formal investigation if deemed necessary. The timeline for this process varies depending on the complexity of the complaint, however, the complainant is kept informed about the complaint's progress and receives a written decision regarding its resolution. In cases involving a physician, nurse, or psychiatric nurse in which the complainant is dissatisfied with the outcome, the complainant may follow the instructions for filing an appeal that are outlined on the website of the healthcare provider's regulatory body. In other cases of dissatisfaction with a decision, the complainant may contact the relevant regulatory body to inquire about their options.

As there are slight differences among the regulatory bodies in the process of initiating a complaint, for the most accurate, step-by-step information, please refer to the corresponding regulatory body website. You can find them linked below.

Resource List

The College of Dental Surgeons of Saskatchewan

[Home Page](#)

[Public Register](#)

[Complaints](#)

The Saskatchewan Dental Hygienists' Association (SDHA)

[Home Page](#)

[Public Register](#)

[Complaints](#)

Saskatchewan Dietitians Association (SDA)

[Home Page](#)

[Public Register](#)

[Complaints](#)

Saskatchewan Association of Naturopathic Practitioners (SANP)

[Home Page](#)

[Public Register](#)

[Complaints](#)

Saskatchewan Association of Licensed Practical Nurses (SALPN)

[Home Page](#)

[Public Register](#)

[Complaints](#)

College of Registered Nurses of Saskatchewan (CRNS)

[Home Page](#)

[Public Register](#)

[Complaints](#)

Registered Psychiatric Nurses Association of Saskatchewan (RPNAS)

[Home Page](#)

[Public Register](#)

[Complaints](#)

Saskatchewan Society of Occupational Therapists (SSOT)

[Home Page](#)

[Public Register](#)

[Complaints](#)

College of Physicians and Surgeons of Saskatchewan (CPSS)

[Home Page](#)

[Public Register](#)

[Complaints](#)

Saskatchewan College of Psychologists

[Home Page](#)

[Public Register](#)

[Complaints](#)

Saskatchewan Association of Social Workers (SASW)

[Home Page](#)

[Public Register](#)

[Complaints](#)

HOSPITAL-BASED PROGRAMS

If you do not reach a satisfactory outcome, you can escalate your concern with Patient Relations (also called Client Representative Services) at the hospital. In Saskatchewan, all hospitals have a patient relations process in place. It is a legal requirement that ensures that there is a mechanism for patients, their families, and the public to confidentially voice concerns about their experience or the care they received. This feedback helps hospitals track patient experiences and identify opportunities for quality improvement. Patient relations teams are responsible for responding to patient inquiries, addressing complaints, and working with patients and families to ensure their needs are met during their hospital stay.

Contact information for the Patient Relations department and instructions on how to make a complaint can typically be found on the hospital's website. You are not required to provide consent for Patient Relations to access your personal health information to make a complaint. If Patient Relations is unable to bring forward a resolution, or you are not satisfied with the outcome, you may wish to file a complaint with the [Office of the Saskatchewan Ombudsman](#). However, to do so, you are required to provide consent for the Ombudsman to access your personal health information, which may include anything from your name to your medical history. The Ombudsman may share your personal information for the purpose of facilitating a resolution or investigating the complaint, however, they will never do so without your consent. Your information may be used by the Ombudsman to contact you, bring forward a satisfactory resolution or conduct an investigation if deemed necessary.

Note: For regulated providers working within a hospital-based setting, it is not within the scope of the Office of the Ombudsman to investigate as there is other recourse (i.e., the provider's regulatory body) for making a report or complaint. If you have concerns about an individual regulated provider within a hospital (rather than the entire program itself), it would be most prudent to be in touch with both Patient Relations at the hospital *and* the provider's regulatory body.

An example of the patient relations process at the Saskatoon Health Region hospitals can be found at the following link: <https://www.saskatoonhealthregion.ca/Pages/Feedback.aspx>

UNREGULATED CARE PROVIDERS

The term "unregulated" does not mean poor service or low standards. However, in the absence of regulation, anyone can claim to be qualified to provide the services being offered without having to demonstrate a certain level of knowledge, skill, and competence. Without a regulatory body responsible for investigating complaints or reports about these providers, it is more difficult to have concerns about such services addressed.

If the unregulated provider you have concerns about is working within an institutional setting, (e.g., a hospital-based program or a community agency or service) your best option is likely to address the concerns with that institution. If, however, an unregulated provider is operating through an Alberta business, you can file a consumer complaint. Please consult the following Saskatchewan Consumer Protection Division webpage for more details: <http://www.fcaa.gov.sk.ca/Consumer-Protection-Division>

Be aware that it is illegal for a care provider to represent themselves as a regulated professional if they are not registered with the relevant regulatory body. If a provider falsely claims to be regulated, you may in fact file a report or complaint with the corresponding regulatory body. For example, if you have concerns about a "Social Worker" providing you with psychotherapy but whose name does not appear on SASW's Public Register, you could contact SASW to discuss your concerns.

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