

What You Might Experience During a Complaint Process Facts to Consider when a Complaint is filed with the College

Information for MCSW Members

- The complaint process can be difficult for anyone. It may cause stress, shock, shame, anxiety, frustration, or anger.
- Remember, this is a process. It may take time, but we want to make sure everyone has a chance to speak and be heard in a respectful way.
- The first step is to gather evidence fairly and impartially to see if the claims are true. College staff must stay neutral. However, we aim to be kind and considerate to everyone's views, focusing on understanding and learning.
- The *Social Work Profession Act (SWPA)* requires that all complaints within the jurisdiction of the College be sent to the College's Complaints Committee. College staff must stay neutral and follow the process. They cannot dismiss complaints or make decisions.
- If the evidence shows that a Social Worker made a mistake or acted in a way that infringes on the MCSW Code of Ethics or Standards of Practice, the Complaint Committee's first goal is to recommend remedial action to ensure that the Social Worker is supported to practice ethically and competently.
- The objective is to prevent small problems from becoming big problems through a culture that encourages disclosure, asking for help, acceptance of responsibility, the capacity to apologize and practice improvement.
- The Complaints Committee can only make decisions based on the SWPA, however, if during this process you have a recommendation, or an idea for an alternative dispute resolution, we encourage you to propose these to the Regulatory Practice team.

You may find benefit during this process from:

- Employee Assistance programs
- Canadian Mental Health Association
- Consultation with Supervisor