

COMPLAINT FORM

The Manitoba College of Social Workers (MCSW) assesses complaints in accordance with the Social Work Profession Act, the Social Work Profession Regulation, the MCSW By-Laws, and the MCSW Code of Ethics and professional standards of practice.

To make a complaint, please confirm the person you are complaining about is registered with MCSW. If yes, this form must be completed, signed, and returned to MCSW.

PERSON FILING THE COMPLAINT:

First Name: _____ Last Name: _____

Home Address: _____

City: _____ Province/Territory: _____ Postal Code: _____

Primary Telephone: _____ Secondary Telephone: _____

Email address: _____

Correspondence from MCSW will be sent to you by regular, electronic and/or registered mail at the addresses you have provided. If you are filing a complaint on behalf of another individual, MCSW may require the individual to provide consent to access personal information relating to the complaint.

VOLUNTARY DECLARATION:

We would like to understand more about you as MCSW strives to understand the demographics of our service participants and foster practices that reflect diversity, equity, and inclusion.

Please select all that apply:

First Nations

Metis

Inuit/Inuk

Person of Colour

Race/Ethnicity: _____

Immigrant/Newcomer/Refugee

Member of 2SLGBTQ+ Community

Person with a DisABILITY

Member of Francophone Community

Other, please specify: _____

SOCIAL WORKER YOU ARE MAKING A COMPLAINT ABOUT:

Social Worker's Name: _____

Social Worker's Business Phone number (if known): _____

Social Worker's Place of Work: _____

DETAILS OF THE COMPLAINT:

Please describe the circumstances of your complaint, including but not limited to

A description of the specific conduct or actions of the Social Worker

Evidence to support the allegations.

The names of any person(s) who witnessed to the alleged conduct/actions

(attach a separate sheet if necessary)

Please outline the date(s) or time periods of the event(s) giving rise to the complaint.

Attach any relevant documents that help explain or support your complaint. Please list those attached documents and explain how they relate to your complaint.

Please ensure that only documents that are relevant to the specific concerns complained about are submitted. Submission of documents unrelated to the complaint may cause delays.

Document 1: _____

Document 2: _____

Document 3: _____

Have you taken any steps to resolve this matter with the Social Worker? If so, please explain.

What would you like to see happen following review of this complaint?

The Social Work Profession Act allows for an informal resolution. Would you be open to an informal resolution? YES NO

** Informal resolution provides an opportunity for the parties to identify a mutually agreeable way to resolve the complaint as an alternative to a formal investigation.*

ACKNOWLEDGMENT AND SIGNATURE:

Copies of complaint material, including this form, any documents and any evidence submitted or gathered, may be shared, or released to the Social Worker as part of the complaint or any subsequent processes.

As part of the complaint process the Manitoba College of Social Workers may obtain my personal information, including records and notes, contained in the records of the Social Worker.

Complaint reviews do not involve oral or in-person testimony.

Review dates are subject to change and/or additional dates may be required to complete the review. MCSW is unable to provide regular updates or expedite the process.

Following the review, in accordance with *the SWPA*, a formal written Decision Summary is completed, which contains the decision of the Committee. This document is not intended to be used in any other proceedings.

Date_____ Signature_____

(Original signature is required)

Please mail, fax or email the signed Complaint Form and any related material to:

Manitoba College of Social Workers, 101 – 2033 Portage Avenue, Winnipeg, MB R3J 0K6

Phone: (204) 888-9477 Fax: (204) 831-6359 Email: regulatorypractice@mcsw.ca

Further information can be located at

[Complaints & Conduct – Manitoba College of Social Workers \(mcsw.ca\)](http://mcsw.ca/Complaints%20and%20Conduct)