

THE COLLEGE OF PSYCHOLOGISTS OF ONTARIO
L'ORDRE DES PSYCHOLOGUES DE L'ONTARIO

110 Eglinton Avenue West, Suite 500, Toronto, Ontario M4R 1A3, Canada • Tel: (416) 961-8817/(800) 489-8388
Fax: (416) 961-2635 • Email: cpo@cpo.on.ca • Website: www.cpo.on.ca



COMPLAINT FORM

- You may wish to speak College staff before lodging a formal complaint.
- To initiate a complaint against a psychologist or psychological associate, please complete this form and mail it to the College along with a brief outline of your concerns/complaint (see section D).

A. Person Registering Complaint

Name:

Address:

City:

Province:

Postal Code:

Email*:

Phone: (Preferred) (Alternate)

If you are not the client of the psychologist or psychological associate please describe your relationship to the client:

**Please note: By providing an email address, you are agreeing to communicate with us by email.*

B. Client Information* (if different than above)

Client's Name:

Address:

City:

Province:

Postal Code:

Email:

Phone: (Preferred) (Alternate)

**Please note: If you are making a complaint on behalf of or regarding a client, the College will request consent from the client or the client's legal representative to release confidential information.*

C. Psychologist / Psychological Associate About Whom You Are Complaining

Member's Name:

Address:

City:

Province:

Postal Code:

Phone:

D. Details of Complaint

On a separate sheet, please provide a brief outline of your concerns, including the following:

- Dates of service
- Location of service
- The reason(s) you are concerned about the member's care, behaviour, etc.
- A description of any efforts you have already made to resolve this matter
- Any supporting documentation with an explanation of how each document relates to your concerns

Contact Us

If you would like to talk to someone about the complaints process, please contact Investigations and Resolutions at the College.

Phone: 416-961-8817 or 1-800-489-8388

Email: invhear@cpo.on.ca

Mail: The Registrar
The College of Psychologists of Ontario
110 Eglinton Avenue West, Suite 500
Toronto, ON M4R 1A3