

Questions, Concerns or Complaints about a Physiotherapist

What does the College do?

The College of Physiotherapists of Ontario is an organization (not a school) that exists to make sure that the public receives quality care. It has rules, called Standards, that describe how physiotherapists are expected to behave to ensure they are acting in patients' best interests.

If you have concerns or questions about the treatment you've received from a physiotherapist or want to make a complaint, contact the College.

You can also look at the online Public Register to find out more about your health care provider—www.collegept.org—Find a Physiotherapist.

Who can I call with a question?

The College has a staff person called a Practice Advisor whose job it is to provide free, confidential advice about what to expect when you visit a physiotherapist.

How can I make a complaint?

The College takes all complaints seriously. Anyone can make a complaint. This includes patients, family, friends or the caregiver of a patient, colleagues, employers, insurers or others.

You can make a complaint about a physiotherapist in a number of ways. You can use the College's online make a complaint form—www.collegept.org/ContactUs/FileaComplaint. Or you can send a written complaint by letter or email.

Formal complaints must include your name and contact information—complaints cannot be anonymous. You will be asked to give details about your concerns and the name of the physiotherapist. The College will contact you to confirm that your complaint has been received.

Please note, the College does not have the power to help you get money back from a physiotherapist.

Where can I get more information?

If you have questions about the complaints process, contact the Professional Conduct team at investigations@collegept.org or call 416-591-3828 ext. 227 or 1-800-583-5885 ext. 227.

If you need more information about the College or have a question about your physiotherapist experience, contact the College's Practice Advisor at practiceadvice@collegept.org or 647-484-8800 or 1-800-583-5885.

The College provides service in English and French. However, we will do our best to make sure patients have access to information they require.

WWW.COLLEGEPT.ORG

Visit the website to learn more about the College, our services and how we can help.

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