



STOP. Do Not Reply Yet. Checklist: How to Handle a Complaint from Your College (CPSO, CNO, RCDSO, OCP, CICC etc) *By Anna Tamir, LL.B., Tamir Litigation Law Firm*

THE "DO NOT" LIST (Immediate Actions):

- **DO NOT** call the investigator to "explain your side." (They are gathering evidence, not helping you).
- **DO NOT** reply to the email/letter immediately. You usually have 15–30 days. Take a breath.
- **DO NOT** contact the complainant (the patient/client) to try to "fix it." This can be seen as intimidation or tampering.
- **DO NOT** alter, edit, or "clean up" your patient notes/files. Metadata proves everything. Altering records is often worse than the original complaint.

THE "TO DO" LIST:

- **DO** strict silence. Do not discuss the complaint with staff or colleagues who might be witnesses.
- **DO** organize your file. Gather the specific patient records, emails, and notes related to the incident. Save them in a separate secure folder.
- **DO** check your insurance. Do you have professional liability coverage that includes legal defense costs?
- **DO** schedule a privileged consultation. Speaking to a lawyer creates "solicitor-client privilege," meaning your discussion is 100% confidential.

Need Strategy? *Don't guess with your license.* [Contact Tamir Litigation for a confidential review of your file.](https://tamirlitigation.com/contact-tamir-litigation/) <https://tamirlitigation.com/contact-tamir-litigation/> | (416) 499-1676