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IF YOU HAVE A PROBLEM

Most podiatric care and treatment goes well but things occasionally go wrong, and you may want to complain. If you're not happy with the care or treatment you've received you have the right to complain, have your complaint investigated, and be given a full and prompt reply.

Who to complain to?

You can complain either to the podiatrist (or service) that you're unhappy with or to the College of Podiatrists of Manitoba (COPOM).

When to complain?

As soon as possible; there are situations, which make it difficult to complain in a timely way, for example when grieving or undergoing trauma.

Where to start?

Write a letter addressed to the COPOM Registrar.

Making a complaint can be intimidating; if you decide to make a complaint it's important to consider what you want to happen.

1. Are you content with an apology?
2. Do you want action to be taken against a podiatrist, or
3. Do you want a change to a system?

Whatever action you're seeking, make this clear. Before you make your complaint make a note of the relevant events, dates, times, names and conversations, and include all necessary detail.

Your notes will also help you to remember all the details in the future. Processing a complaint can take a while, and you might be asked to verify some information at a later stage.

- Try to make your explanations as short and clear as possible.
- Focus on the main issues, and leave out irrelevant details.
- Try to talk through what you want to say with someone else and ask them to read what you've written before you send it.

Keep a copy of everything you send, and make a note of when you sent it.

What you should provide:

As much relevant information as possible to allow us to investigate your complaint; this should include the following:

- Your name and a valid email, fax number or home address for receipt of reply
- A clear description of your complaint
- Copies of relevant associated correspondence.

What we do next

1. Send an acknowledgement. If you have provided a valid email address, we will send an email acknowledging receipt of your complaint, otherwise this will be by regular mail.
2. Investigate the complaint; the registrar will then forward the complaint to the complaints committee who will make a thorough review of all the related and relevant correspondence that COPOM has received from you. Once this is completed the Registrar will contact you regarding the committee's decision.