



## COMPLAINT PROCEDURE

If you believe that the treatment applied by a therapist is contrary to the code of deontology, you must complete the complaint form included on the following page.

### How does one proceed?

Firstly, you must verify if the person is an active massage therapist member of the Canadian Association of Therapists in Complementary Medicine (ACTMD - ACDM). Any intervention by us is impossible in the case that the therapist is not recognized by ACTMD.

### Why you should I lodge a complaint?

In the case that you are not at ease with a therapist, the first thing you have to do is to inform this person. If you consult the ACTMD code of deontology, you may perceive if the therapist is at fault or not. If in doubt, directly contact ACTMD office.

In the case that you truly believe that a prejudice has been committed, you must complete the complaint form, be sure to sign and date it before sending it to the ACTMD office. Any complaint form which is incomplete or not signed cannot be treated.

### How does this function?

You must answer all the questions in the complaint form. You must give us a detailed account of your version of the event(s).

The process will get under way and under the authority of the syndic. The therapist will be summoned by this authority and will also have to fill a questionnaire and give his/her version of the event(s). (*Naturally, this person will be forbidden to come in or have any contact with you*).

The syndic is composed of 3 members who are mandated to study the file and prepare a report with recommendations to pursue or to stop the procedures. All necessary tools are at their disposition. The syndic may have to come in contact a certain number of times with both parties.

If the syndic, after analysis, does not recognize any professional prejudice, it is their duty to put an end the procedures. The member is thereafter exonerated.

If the syndic recognizes a professional fault, the file will thereafter be transferred to a discipline committee composed of 3 members (2 who practice the same profession as the accused member + 1 member of a different professional skill).

To determine a sanction/penalty, all the discipline committee members must, unanimously, determine the sanction in consideration to the gravity of the offense/violation. You will find a list of the possible of the possible sanctions.

Once the verdict rendered, the therapist may appeal the decision if other elements are included to the file.

If there is a sanction (suspension, radiation or other) the ACTMD reserves the rights to inform the public in the way they judge the most appropriate.

Please send the information and request for an inquiry:

**by email :**

[info@actmd.org](mailto:info@actmd.org)

**by post :**

ACTMD

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St-Jean-sur-Richelieu (Québec) J2W 0E7

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Appels locaux: (514) 648-8111  
No. sans frais: 1-866-648-8111

## FORMULAIRE DE PLAINTE

Name of plaintiff :	
Address:	
Telephone :	
Date of the event:	
Hour:	
Place:	
Name of therapist:	
Therapist's membership number:	
Summary of the offense reproached towards the therapist :	
Your version of the event(s) in detail: (You may add pages if necessary)	

I declare that all the informations mentioned are exact and are accurate to the best of my knowledge.

\_\_\_\_\_  
Plaintiff's signature

\_\_\_\_\_  
Date