



# NSCSW

NOVA SCOTIA  
COLLEGE OF  
SOCIAL WORKERS

## NSCSW Complaints Form

Before filing a formal complaint about a social worker, you may wish to discuss your concerns directly with the social worker or the employer. This can often be the best and fastest way of resolving your concerns. Please note that we cannot address complaints about individuals who were never registered with the College. We also suggest you review the Complaints Process on the College's website for further information.

### Section A: Your information

First Name:

Last Name:

Email:

Phone Number:

Address:

City:

Province:

Postal Code:

*Anonymous complaints cannot be processed. If you are not a client of the College member/social worker, please describe your relationship and provide details about the social worker in Section B.*

### Section B: Social worker information (College member the complaint is against)

Social Worker First Name:

Last Name:

*If you do not know the name of the social worker please provide sufficient details so that the College can reasonably determine their name. Complaints against social workers who cannot be identified or individuals who are not members of the College cannot be processed.*

### Where did you see this Member? (select one)

Home Visit

Hospital

Agency

Centre

Private Practice

School or University

Other (please specify):

### Date(s) you saw this social worker:

*If you are filing a complaint on behalf of another individual, "you" relates to the person you are filing the complaint on behalf of.*

**Section C: Place where services were recieved  
(hospital, centre, agency, private practice etc.)**

Facility/Agency:

Email:

Phone Number:

Address:

City:

Province:

Postal Code:

Website:

**Section D: Complaint Details**

Step 1 - Please provide the following relevant complaint details:

When did the incident(s) occur?

Date(s):

Time(s):

Where did the incident(s) occur?

Step 2 - Please provide a general description of the circumstances from which your complaint arises:

Step 3 - Based on the information you provided in steps 1 and 2, **please list the concerns about the Member's conduct or actions that you wish the College to investigate in the numbered spaces below & identify why you are concerned.** You may review the College's Standards of Practice for NS social workers here to determine what specific Standard may apply.

Please ensure that all of your concerns about the social worker's conduct or actions are included. Any concerns not included on this form may result in the College being unable to process those concerns.

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.
- 9.
- 10.

**Attachments**

You may send College materials or documents that are relevant to the complaint. However, you must indicate how each document relates to your complaint.

## Additional Questions

Have you reported the incident to any other body or authority (i.e. police; social worker's employer)?

Yes

No

If yes, when was the incident reported and to whom?

What was the outcome of your report?

Have you taken any steps to resolve this matter? If so, what?

## Acknowledgement and Signature

I understand that the Nova Scotia College of Social Workers may obtain my relevant personal information (including the social worker's clinical notes) as part of the investigation. The College may share some or all of the information and documents that it receives from me and other parties with the Member complained about. The information on this form is collected under the authority of the ***Social Workers Act***.

The information provided will be used to process my complaint. I understand that if this complaint is referred to the Discipline Committee, personal information and other information collected during the investigation must be disclosed to the Member and may be considered during a hearing of the Discipline Committee, which is a public forum.

Signature:

Date:

**Please complete & email this form to the College's Regulatory and Candidacy Consultant Sherry Battiste at [sherry.battiste@nscsw.org](mailto:sherry.battiste@nscsw.org).**