



NSCSW Complaints Process

Green indicates a non-disciplinary outcome - *complaint not published*
Yellow indicates a disciplinary - *complaint published*

College reviews complaint received through the online complaints form

The **Complaint Committee (CC)** conducts initial review of complaint

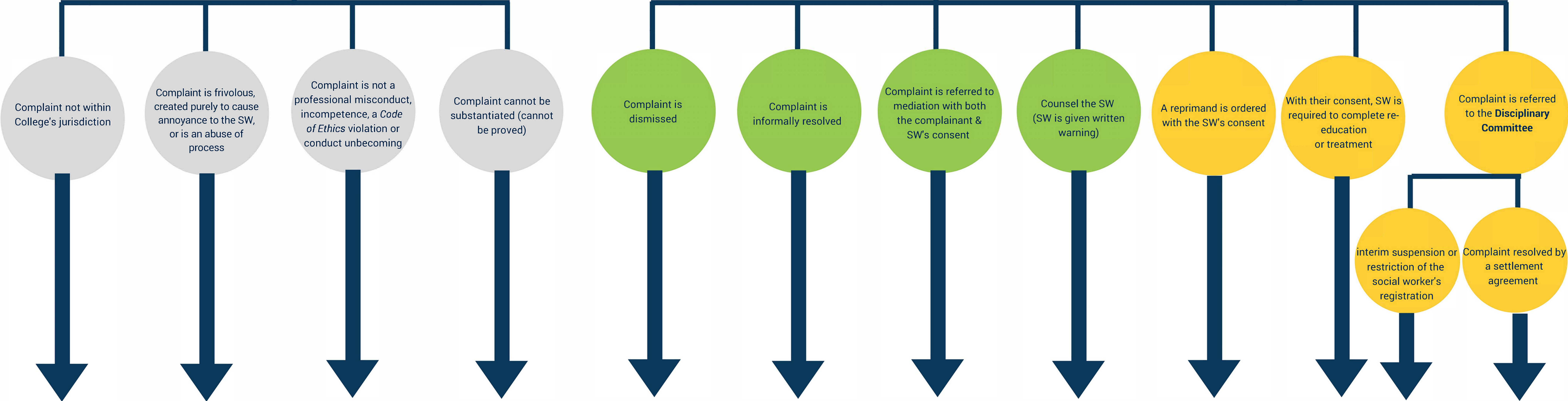
If there is a **major breach** of conduct immediate interim suspension or restriction of the social worker's registration may be considered

The social worker (SW) and complainant are both **informed that the complaint was received &** the SW is given 3 weeks to respond. Committee decides if the response will be provided to the complainant. If the complainant responds, the SW will receive reply for their final response.

No full investigation required & the complaint is dismissed

The **CC reviews the complaint & all information presented.** Investigator may be appointed to examine complaint

Full investigation is conducted CC decides what is disclosed to both the SW and Complainant.



Complaint Closed