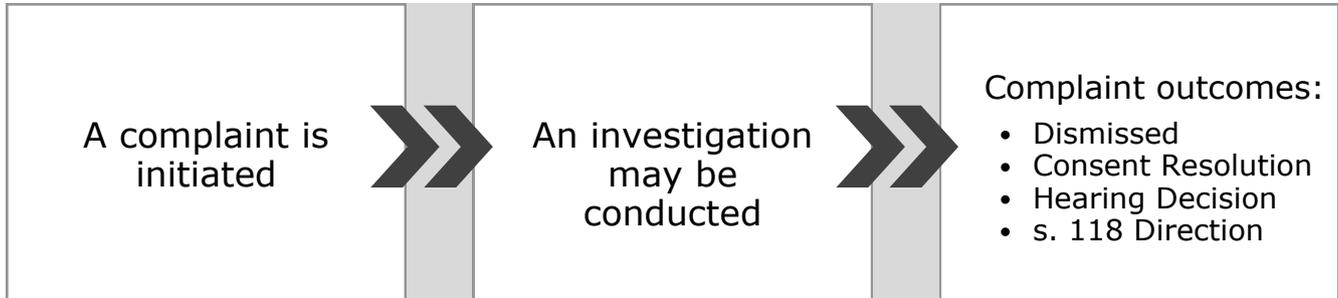


The College of LPNs and HCAs of Alberta (CLHA) is responsible for protecting the public from unethical, unskilled, or unsafe nursing practice. Anyone can submit a complaint concerning the conduct of a Licensed Practical Nurse (LPN) or a Health Care Aide (HCA) to the CLHA.



“Unprofessional conduct” is defined in the *Health Professions Act* (HPA) and includes conduct such as, but not limited to, a lack of knowledge, skill or judgment when providing healthcare services; contravention of the HPA, the Code of Ethics, or standards of practice; or conduct that harms the integrity of the profession.

ONCE A COMPLAINT HAS BEEN INITIATED

 CLHA’s Responsibility	 Registrant’s Responsibility
<ul style="list-style-type: none"> Follow the process outlined in Part IV of the HPA Within 30 days of receiving the complaint, notify the registrant and complainant of the next steps Investigate complaints when necessary Provide updates if the matter is investigated Make fair and reasonable decisions 	<ul style="list-style-type: none"> Participate and be candid in communications with CLHA’s conduct team for the entirety of the process May report the complaint to your professional liability insurance provider in case disciplinary coverage is needed during the complaint process May seek representation either from legal, union, or a person of your choice

WHO IS INVOLVED

	The Complainant: the person who initiates the complaint; can be an employer, member of the public, or the CLHA Complaints Director.
	The Registrant: a regulated member of the CLHA; in this case, the subject of the complaint.
	CLHA Complaints Director: the individual who handles the complaint or delegates to a Complaints Officer of the CLHA.
	Investigator: an individual appointed by the Complaints Director or delegate to conduct an investigation into the complaint.
	The Hearing Tribunal: an independent body from the CLHA consisting of regulated members and public representatives.

POSSIBLE OUTCOMES OF A COMPLAINT

DISMISSAL

The complaint may be dismissed if, in the opinion of the Complaints Director, one or more of the following conditions are met.

- The complaint is trivial or vexatious, or
- There is insufficient or no evidence of unprofessional conduct.

CONSENT RESOLUTION

The complaint may be resolved with a consent resolution agreement.

- Both the complainant and the registrant must agree to the resolution.
- Can involve remedial activities such as education, a coaching session with a CLHA Practice Advisor, or any other activity to address the conduct and may also include a financial charge.

HEARING

A complaint may be referred to the Hearings Director for a Disciplinary Hearing where a Hearing Tribunal will render a decision.

The LPN or HCA must attend the hearing, may have a representative, and may be required to testify before the Hearing Tribunal.

SECTION 118 DIRECTION

If the Complaints Director has grounds to believe that an LPN or HCA is suffering from a physical, mental, or emotional condition or disorder or an addiction to alcohol or drugs, which impacts their ability to provide nursing care in safe and competent manner, the complaint process may be deferred to instead focus on the LPN's or HCA's fitness to practice. The LPN or HCA may be directed to submit to a specific physical or mental examination or both.

RESOURCES



- [8-part Video Series: The Complaints Process](#)
- [Understanding the Difference: Regulator, Association, Union, and Employer](#)
- [Health Professions Act - Part 4](#)