



The Ontario Herbalists Association

The Ontario Herbalists Association

P.O. Box 167, 412 Roncesvalles Ave.

Toronto, Ontario M6R 2N2

ontarioherbalists.ca | office@ontarioherbalists.ca

Phone: 416.655.4714 | Toll free: 1.877.642.4372

Complaint Procedure

The attached form allows for 2 separate complaint processes, formal and informal. Below is an explanation of the 2 options.

Informal Complaint

- *Fill out the attached form including your name and contact information.*
- *The Ontario Herbalists Association (OHA) will send a letter to the herbalist in question stating that there has been a complaint, and where applicable may include some reminders about OHA practitioner guidelines.*
- *Your name and complaint details will not be released to the herbalist.*
- *The OHA will keep a copy of your complaint on file for a minimum of 7 years.*

Formal Complaint

- *Fill out the attached form including your name and contact information*
- *The OHA Professional Ethics Committee (PEC) will send a letter to the herbalist in question stating there has been a formal complaint. The PEC will ask the herbalist to release your personal confidential file to the PEC for review.*
- *Your name and complaint details will be released to the herbalist.*
- *Upon review of the file, the PEC will decide:*
 - *if the complaint requires commencement of the Disciplinary Protocol OR*
 - *if the complaint requires a letter to the herbalist which may include some reminders about OHA practitioner guidelines OR*
 - *if the complaint is unsubstantiated and requires no action*

If the PEC concludes that the actions of the herbalist require disciplinary action, the Disciplinary Protocol will commence

You may be asked to appear during the Disciplinary Protocol to further state your complaint in the presence of the Disciplinary Committee, or to provide further detail about your complaint

- *The decision by the PEC on what action to take is final.*
- *The OHA will keep a copy of your complaint on file for a minimum of 7 years.*



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Complaint Form

CONFIDENTIAL

To file a complaint, please complete the attached form and submit it to the Ontario Herbalists Association by mail or e-mail. Please print legibly on all sections. A representative from the OHA may contact you to verify the details of your complaint.

Please indicate type of complaint: Formal Complaint Informal Complaint

(A) Person Registering Complaint <i>(an acknowledgement of your complaint will be sent to you)</i>		
Name (Given & Surname):		
Address:		
City:	Province:	Postal Code:
Phone #: - -	Alternate Phone #: - -	
Email Address:		

If you are registering a formal complaint, as part of our process, details of your complaint (including your name) will be forwarded to the Registered Herbalist about whom you are filing the complaint.

If you are writing on behalf of a client of the Registered Herbalist, please describe your relationship to the client and details about the client below. If you are the client or subject of the complaint, please proceed to section (C).

(B) Client Information		
Name (Given & Surname):		
Address:		
City:	Province:	Postal Code:
Phone #: - -	Alternate Phone #: - -	
Relationship to Client:		

Please note that if you are making a complaint on behalf of a client, consent from the client or the client's legal representative to release medical information will be requested.



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(E) Release of Medical Information

Formal Complaints ONLY, Informal Complaints proceed to section (F)

I give my consent to the Registered Herbalist to release the file with my records to the Board of Directors of the Ontario Herbalists Association for the purpose of this investigation. I understand that OHA will provide the Registered Herbalist details of my complaint.

Signature

Date

(F) Acknowledgement

Consent & Signature

I am filing this complaint for investigation and consideration by the Ontario Herbalists Association and not for personal gain or other purpose.

Signature

Date

Please print and send the completed form to:

Ontario Herbalists Association
P.O. Box 167, 412 Roncesvalles Ave.
Toronto, ON M6R 2N2,

Or scan and email to:

office@ontarioherbalists.ca

For more information about the complaints process, please contact:

OHA Office Administrator

Email: office@ontarioherbalists.ca

Phone: 416.655.4714

Toll free: 1.877.642.4372

