

nedic

National Eating Disorder Information Centre

www.nedic.ca

FILING A COMPLAINT ABOUT A HEALTHCARE PROVIDER In Nunavut

When seeking support for an eating disorder, you deserve to receive care that is appropriate, safe, and professional. If you have a concern about a healthcare provider with whom you have worked or are currently working, it is your right to make a complaint.

There are many different healthcare professionals from whom you may receive support during recovery. Some may be **regulated health professionals**, meaning that they are accountable to one of Canada's many regulatory bodies. While some regulated health professionals work in hospitals, others deliver their services through community agencies or private clinics.

Currently, territorial legislation to protect titles such as "physician", "psychologist", "dietitian", and "social worker" does not exist. However, to ensure competence and accountability, the Nunavut Department of Health requires healthcare providers using a protected title to register with the corresponding regulatory body in a province where it is regulated. For instance, someone practicing as a physician in Nunavut may choose to register with one of the [provincial colleges of physicians and surgeons](#). If you are uncertain whether a healthcare provider is regulated, you may wish to ask if they are registered in another Canadian province or territory.

There are also individuals providing eating disorder care who are **unregulated**. For example, in Canada, "recovery coach", "counsellor", or "child and youth worker" are not regulated titles or professions, and individuals practising these professions are not accountable to a specific regulatory body.

Should I Make a Complaint?

Any eating disorder care provider, regardless of whether or not they are a regulated health professional, should be committed to practising ethically. An ethical care provider prioritizes clients'/patients' safety and strives to avoid causing harm. Some examples of issues that warrant concern are discriminatory attitudes and/or behaviours (e.g., racism, ableism, transphobia, etc.), boundary violations (e.g., inappropriate touch, sexual harassment, sexual assault, etc.), and exploitative fee practices.

How Do I File a Complaint?

Because there are different steps to follow depending on whether your care provider is a regulated health professional, the chart below can help you determine which section of this guide to consult for further information and next steps.

DEPARTMENT OF HEALTH PROGRAMS

The Nunavut Department of Health oversees many healthcare settings in which you may receive care from both regulated and unregulated professionals. These settings include hospitals, community health clinics, residential care homes, dental offices etc. If you have concerns about a Department of Health program itself or a provider within a program, start by addressing your concern(s) with the program's manager. They may be able to facilitate discussion between the involved parties and offer a resolution. If you do not reach a satisfactory outcome, you can escalate your concern with the Office of Patient Relations. In Nunavut, all Department of Health programs have a patient relations process in place. It is a legal requirement that ensures that there is a mechanism for patients, their families, and the public to voice concerns about their experience or the care they received. This feedback helps the Department of Health track patient experiences and identify opportunities for quality improvement. Patient Relations teams are responsible for responding to patient inquiries, addressing complaints, and working with patients and families to ensure their needs are met while receiving services or care.

In order to make a complaint, you may be required to provide consent for Patient Relations to access your personal health information, which may include anything from your name to your medical history. Patient Relations may share your personal information for the purpose of facilitating a resolution or investigating the complaint, however, they will never do so without your consent. You will be kept informed on the progress of the complaint and Patient Relations decision regarding resolutions.

For the most accurate, step-by-step information on how to file a complaint with the Office of Patient Relations, please consult this Department of Health webpage:

<https://gov.nu.ca/health/information/patient-relations>

REGULATED HEALTH PROFESSIONALS

Many regulated health professionals in Nunavut practice in Department of Health settings, such as hospitals or community health centres. If you have concerns about a regulated health professional providing you care in such settings, start by addressing your concerns with the Patient Relations. You can find details on filing a complaint with Patient Relations in the section above.

If Patient Relations is unable to bring forward a satisfactory resolution or the regulated professional with whom you have a concern is operating through a private business, you may wish to file a complaint with the health professionals corresponding regulatory body. It is the responsibility of each Canada's many provincial and territorial regulatory bodies to protect the public from unprofessional conduct and hold

the registrants of its profession accountable for the care they provide. If you are uncertain about which provincial or territorial regulatory body the healthcare professional is registered with, you have the right to ask the healthcare professional or patient relations.

As there are slight differences among the provincial and territorial regulatory bodies in the process of initiating a complaint, for the most accurate, step-by-step information, please refer to the corresponding provincial or territorial resource.

Resource List

[Alberta](#)

[British Columbia](#)

[Manitoba](#)

[New Brunswick](#)

[Newfoundland and Labrador](#)

[Northwest Territories](#)

[Nova Scotia](#)

[Ontario](#)

[Prince Edward Island](#)

[Québec](#)

[Saskatchewan](#)

[Yukon](#)

UNREGULATED CARE PROVIDERS

The term "unregulated" does not mean poor service or low standards. However, in the absence of regulation, anyone can claim to be qualified to provide the services being offered without having to demonstrate a certain level of knowledge, skill, and competence. Without a regulatory body responsible for investigating complaints or reports about these providers, it is more difficult to have concerns about such services addressed.

If the unregulated provider you have concerns about is working within a Department of Health setting, your best option is likely to address the concerns with that Patient Relations. If, however, an unregulated provider is operating through a Nunavut business, you may file a consumer complaint through the [Better Business Bureau](#).

© NEDIC 2023

nedic

National Eating Disorder Information Centre

www.nedic.ca

Helpline: 1-866-NEDIC-20 (toll-free) or 416-340-4156 (Toronto)

Live chat: nedic.ca

E-mail: nedic@uhn.ca