WE CARE ABOUT YOU
If we receive a complaint about a member's practice — we take it seriously and follow a fair and just process for everyone.

Complaint Received
We refer the complaint to an arm's length committee made up of members and public representatives.

An arm's length Investigation Committee looks at all the evidence and determines appropriate action.

Investigation

- Dismiss due to lack of evidence
- Issue a letter of guidance
- Consensual complaint resolution agreement
- Refer case to a Discipline Hearing

An arm's length Discipline Committee, which includes members and a public representative, gives everyone involved a chance to be heard.

Discipline Hearing

- Dismiss
- Not Guilty
- Guilty
  - Penalty Hearing

The Discipline Committee determines the appropriate disciplinary action. SRNA posts this decision online.

Decision

- Registrar monitors penalty decision order

Appeal

The member can appeal the decision to SRNA Council or Court of Queen's Bench.

For more information, visit www.srna.org/rn-competence/competence-assurance