



What to do during a College Complaint

As with any regulated profession there is always the possibility of being the subject of a complaint. It is common and should not be taken as a reflection against you personally however does require proper and immediate attention.

As a standard, initially you will receive a notice from your Regulatory Board/College outlining the premise of the complaint and or allegations. Once received remain calm and review the allegations thoroughly, try to recall the incident of reference and write down any details and recollection of the event or date that you may have. As assistance refer to a calendar or schedule that you maintain to aid in recalling the time frame if possible.

If you receive a notice of complaint or investigation, please be sure to take immediate action regarding this notice – do not put it aside to be dealt with at a later time. Please note this will not go away or lapse! Immediately contact BFL Canada (your broker) and advise them of your notice. Your broker will review and discuss with you. You will need to then provide a copy of the notice and/complaint and your broker will forward immediately to your Insurance provider, Victor Insurance for registering of the complaint/potential claim. Once registered, an adjustor from Victor will contact you to discuss further and advise the next steps to be taken, your broker will remain in this process to assist as required.

DO NOT reach out to the College or Regulatory Board at this time, your Insurer and Broker will direct you and the complaint in your best interest and in line with your policy for full support.

It is in your best interest at this time not to discuss the complaint with co-workers or the complainant. You do not want to further expand the issues of the complaint or complicate the matter. Your Broker and Insurance Company should remain your main contacts and points of communication in order to work through this process and collectively decide the next steps. The Insurer will determine with you the best solution to move forward, whether it be retaining council or aid you in response to the College/Regulatory Board direct.

Their guidance will assist in avoiding statements or divulgence of information that may result in delays and complication of a potential otherwise easy resolution. Steps taken and proper following of procedures in the initial stages of any complaint are crucial and can result in a quick and easy resolution.

If you have any questions or would like to discuss any portion of your insurance coverage please feel free to contact BFL Canada direct for assistance and answers.

This document is developed as a guide and for assistance purposes, BFL is not responsible for any loss arising out of reliance on the above noted information. The extent of the coverage on any particular claim or loss is always dependent on the facts and circumstances of each individual event/claim and must take into account the conditions of the policy issued.