



## Complaints and Discipline Overview

The mission of the PEI College of Pharmacists is to regulate the practice of pharmacy in the province so as to promote a high standard and safeguard the welfare of the public with regard to pharmaceutical service. This means our primary purpose is to protect and serve public interest in all matters relating to the practice of pharmacy. This is accomplished through setting and maintaining standards for pharmacies, pharmacists and pharmacy technicians, ensuring that patients receive quality patient care. Retail pharmacies, pharmacists, pharmacy technicians, students and interns are required to be registered with the PEI College of Pharmacists.

### If you have concerns:

- Talk with your pharmacist about your concerns. In most cases they will want to know that you are dissatisfied with the service received. Sometimes, problems occur because there has been a misunderstanding between what you expect and what the pharmacist believes should be done for your care. Discussion will often resolve your questions and concern
- If the pharmacist is unable to resolve your concerns, or if you are not comfortable talking with the pharmacist, talk with the pharmacy manager/owner about your situation.
- If you are unable to receive satisfaction from the above efforts, or if you feel it is inappropriate to do either of the above, you may then contact the College to discuss your

### What we cannot do:

- The College can only take action against pharmacists with regard to professional matters. The College cannot help you with problems related to other health care professionals such as physicians or nurses. The College also cannot resolve monetary or business-related issues such as:
  - fees and related financial issues;
  - billing or money collection problems;
  - services not related to your health care needs e.g. postal outlets, bill payments;
  - problems caused by your own inappropriate conduct.



concerns. We will listen to your concerns and will seek to offer guidance or suggestions for your consideration in resolving your concerns/situation.

- If you are not satisfied with the care or services provided by a pharmacy or pharmacists you may wish to file a formal complaint. Complaints must be received in writing using the PEI College of Pharmacists Complaint Form include as much detail as possible. You must sign the complaint form.

## What happens after I submit a complaint form

After a complaint form is submitted to the College of Pharmacists, the Registrar reviews the complaint and may attempt to resolve the complaint informally. The Registrar may dismiss the complaint, or forward the complaint, if the complaint cannot be satisfactorily resolved, to the Investigation committee.

An Investigator(s) will gather information and will consider the allegations and the evidence of the complaint and submit a report to the Investigation Committee.

The Investigation Committee consists of at least one Council member as well as one public representative. The Investigation Committee may make one of three decisions within 30 days of receiving the file:

1. Dismiss the complaint,
2. Forward the complaint to a mediator for mediation, or
3. Forward the complaint to the hearing committee.



PRINCE EDWARD ISLAND  
COLLEGE OF PHARMACISTS

*Member organization of National Association of Pharmacy Regulatory Authorities (NAPRA)*

A Hearing Committee will determine, through a formal process, if the pharmacist, pharmacy technician, pharmacy student or pharmacy technician student and/or the pharmacy manager (if the complaint is against the pharmacy) is guilty of professional misconduct or professional incompetence. You may attend the hearing and may be asked to testify at the hearing.

If you have any questions about the complaints and discipline process please contact the PEI College of Pharmacist at [info@pepharmacists.ca](mailto:info@pepharmacists.ca) or 902-628-3561.