

# Respectful workplace policy and medical staff complaints policy

## Medical staff who are the subject of a complaint

**This document is for medical staff members who are the subject of a complaint pertaining to unprofessional behaviour or standard of care issues.**

If you are a medical staff member who is the subject of a complaint, please take the time to read and understand the following documents:

- Respectful Workplace Policy and Procedures
- [Medical Staff Complaints Policy](#)
- [Medical Staff Discipline and Appeal Toolkit](#)

Northern Health is committed to a fair and transparent process by ensuring that all concerns are investigated for validity before proceeding to an appropriate intervention. The exception is a crisis intervention where immediate action is felt to be required to protect patient care or patient and/or staff security.

When appearing at a meeting pertaining to unprofessional behaviour or standard of care issues, all medical staff members (including medical leaders) are entitled to support from a:

- Medical staff colleague, or
- Doctors of BC representative, or
- Medical Staff Association (MSA) representative, or
- Legal counsel from the Canadian Medical Protection Association (CMPA).

It must be noted that involvement of a support person from the MSA or legal counsel from CMPA is considered a routine occurrence for complaints involving medical staff members.

Please also refer to the attached document for a list of resources developed by Facility Engagement.

<https://physicians.northernhealth.ca/sites/physicians/files/physician-resources/orientation-education/documents/physician-resources-doctorsofbc.pdf>

### Other helpful documents:

- [How to report a complaint against a medical staff.](#)
- [How to report a complaint against nonmedical staff.](#)
- [What to expect if called as a witness in a respectful workplace investigation.](#)

