



# Complaints Process – Fair & Transparent

The Health and Supportive Care Providers Oversight Authority ([HSCPOA](#)) is a new regulatory body in Ontario with a mandate of public protection. HSCPOA is responsible for Personal Support Worker (PSW) registration and oversight. PSWs in Ontario who choose to voluntarily register with HSCPOA demonstrate safe, quality, ethical, and accountable care.

It is anticipated that the majority of PSWs registered with HSCPOA will provide care that aligns with [HSCPOA's Code of Ethics](#). Where concerns arise, a complaint can be made.

## Public Protection

Everyone has the right to [submit a complaint](#) if they have any concerns about the behaviour or care received from a PSW registered with HSCPOA. HSCPOA is required to review every complaint we receive in the interest of public protection.

## Complaints Process

The person who submitted the complaint and the PSW registered with HSCPOA, who is the subject of the complaint, will be actively involved in the process:

- No decisions will be made until the HSCPOA PSW registrant has had an opportunity to respond.
- Using a risk-based framework, HSCPOA's CEO decides the outcome and sends a written decision with rationale to both parties.
- Certain complaint outcomes will appear on HSCPOA's Public Register of PSWs (e.g., written warnings, orders for additional training, and referrals to the Discipline Committee) as required in the *HSCPOA Act, 2021 (the "Act")* and underlying regulations under the Act.

## Public Register of PSWs

[HSCPOA's online Public Register of PSWs](#) improves transparency for the public. **Anyone can search for a HSCPOA Registered PSW to find:**



### REGISTRATION STATUS

Find out if a PSW registered with HSCPOA is in good standing with HSCPOA, or if their registration has expired, been suspended or revoked, or has any terms, conditions, or limitations on their registration.



### CONDUCT HISTORY

View certain outcomes of complaints by HSCPOA, and other regulatory bodies, as well as relevant charges or convictions for some offences.

If you have questions about the process or for help about how to file a complaint, visit: [hscpoa.com/public-protection](https://hscpoa.com/public-protection) | [hscpoa.com/public/complaints-process](https://hscpoa.com/public/complaints-process)

Building trust in accountable Personal Support Worker care in Ontario.



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