



New Brunswick College of Pharmacists
Ordre des pharmaciens du Nouveau-Brunswick

THE COMPLAINT PROCESS

The College ensures public safety by promoting safe pharmacy practice through regulation and standards, ensuring members are qualified and meet standards of licensure, and serving as vehicle for public complaints; investigating and instituting disciplinary measures, when appropriate.

Do you have a complaint about an experience you had at a pharmacy?

Many complaints arise because of misunderstandings or misinterpretations. Others may arise from genuine errors. Simple misunderstandings can often be resolved informally. Many complaints require investigation and follow-up by the College.

If you are concerned about the way a pharmacist or pharmacy technician practices, or the service you have received:

1. Talk to the member about your concerns. Sometimes, problems occur because there has been a misunderstanding between what you expect and what they believe should be done for your care.
2. If the member is unable to resolve your concerns, or if you are not comfortable talking about your complaint with them, talk with the pharmacy manager (or store manager) about your situation.
3. If you are still not satisfied, call the New Brunswick College of Pharmacists at (506) 857-8957 to discuss your concerns. College staff will listen to your concern and offer guidance to resolve your situation.

The College can only take action against pharmacists, pharmacy technicians or pharmacies with regard to professional matters.

The College can't help you recover money from a pharmacy or resolve business-related issues such as

- fees and related financial issues;
- services not related to your health care needs e.g., postal outlets, bill payments;
- inappropriate conduct e.g., swearing at, or threatening any pharmacy or store staff.

The College can't help you with issues relating to other health care professionals such as physicians or nurses.

The Complaint Process - Frequently Asked Questions

Q. Will a pharmacist or pharmacy technician know that I filed a complaint?

A. They receive a copy of your complaint and are given the opportunity to respond to your complaint. Your name may be withheld in exceptional circumstances.

Q. How long does the complaint review process take?

A. There is no set time limit. The length of the review process tends to vary with the complexity of the complaint. Some reviews move very quickly, others take months, some have taken a year or longer.

Q. How can I find out about the status of my complaint?

A. You can contact the College staff at any time. In addition, the College staff will contact you when the review process is complete and the Complaints Committee has made a decision about your complaint.

Q. Do all complaints lead to action against pharmacists, pharmacy technicians or pharmacies?

A. The College receives some complaints that do not lead to action against a member or pharmacy. The College cannot take action unless there is sufficient evidence to show that the member violated the NB Pharmacy Act and its Regulations or the Standards of Practice. The College must thoroughly review each complaint before it takes any action.

Q. If the College cannot act, is there anything I can do?

A. College staff may advise you on the services of other governmental agencies or professional associations if the College is not the appropriate agency to deal with your concerns.

Q. Are there any costs associated with filing a complaint?

A. There are no costs for filing a complaint.

Q. Do I need a lawyer to help me file my complaint?

A. No, a lawyer is not necessary. The College's complaint process is designed for the public. If you have questions about filing your complaint, College staff can assist you.

Q. If I file a complaint, can I also take legal action?

A. Filing a complaint will not preclude other legal action you choose to consider.

Q. Can I file a complaint about the price I am charged for my prescription?

A. The College does not have any authority to determine what fees a pharmacy may charge for its services.

For more information, please contact us



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