CSPA-ACPS ETHICS COMPLAINT PROCESS

I have a concern about a...

- **CMPC** → **CMPC Ethics Complaint Process**
  If the complaint is about a CMPC, the complainant will be referred back to the CMPC ethical complaints process and AASP ethics committee
- **CSPA Member** (non CMPC)
- **Non-Member**
  If a complaint is submitted regarding a non-CSPA member, the complainant will be informed that the Professional Standards and Ethics Committee is unable to take action, as the individual is not a member of the CSPA. The complainant may instead be redirected to bring their complaint to another appropriate body (e.g., a regulatory college for psychologists or a relevant professional association).

CSPA Ethics Complaint Process

If the complaint is about a non-CMPC, CSPA member (Student, Apprentice or Academic) the complaint will go to the CSPA Ethics complaint Process

Ethics Complaint Form

To submit a complaint, you must fill in the Ethics Complaint Form and send it to the Professional Standards and Ethics Committee Lead at profstandardsandethics@cspa-acps.com

Professional Standards and Ethics Committee Lead

The Professional Standards and Ethics Committee Lead will respond within 48 business hours to the complainant to acknowledge receipt of the complaint and outline the expected process and timelines.

The complaint will then be forwarded directly to the Chair and Co-Chair of the CSPA and to the Complaint Sub-Committee → **CSPA Chair & Co-Chair**

Complaint Sub-Committee Process

1. Conduct an initial confidential review of the complaint within 7–10 business days of receipt, determine its severity classification, and address conflicts of interest.
2. Provide the complaint and supporting materials to the respondent and request a written response.
3. Share the respondent's response with the complainant and provide an opportunity for a final written reply.
4. Review all submissions and gather additional information, including interviews, where necessary.
5. Provide the respondent an opportunity to make submissions regarding the alleged breach and/or appropriate sanction, and invite complainant submissions where appropriate.
6. Assess and submit any sanctioning recommendations for consideration by the CSPA-ACPS Managing Council

The Complaint Sub-Committee will consist of members of the Professional Standards and Ethics Committee. Members with a conflict of interest may recuse themselves from the process.

The subcommittee will conduct an initial confidential review of the complaint within 7–10 business days.

The 7–10 business-day review period begins once the subcommittee receives all written submissions from both parties.

Consultation with the CSPA-ACPS Chair or Co-Chair, if required, may add 1–2 business days.

The Complaint Sub-Committee will share the written summary of the outcome with the Lead of the Professional Standards and Ethics Committee for review.

Professional Standards and Ethics Committee Lead

The Committee Lead communicates any sanction recommendations approved by a majority vote of the Professional Standards and Ethics Committee to the CSPA-ACPS Chair and Co-Chair for the Managing Council's consideration.

Managing Council

Considers the Committee's recommendations and determines any sanctions to be imposed.

Professional Standards and Ethics Committee Lead

Communicates the outcome to the complainant, respondent, and CSPA-ACPS Chair & Co-Chair. → **CSPA Chair & Co-Chair**

Result Shared with Complainant & Respondent

At any point you have questions, please feel free to email the lead of the CSPA Professional Standards and Ethics Committee profstandardsandethics@cspa-acps.com