



THE MESSAGE THERAPIST ASSOCIATION OF SASKATCHEWAN, INC. COMPLAINTS INVESTIGATION APPLICATION FORM

The Massage Therapist Association takes your complaint seriously and will investigate it. Often the complaints process takes several months depending on the complexity of the complaint.

To begin a formal inquiry into your complaint, please:

- Complete this form. A completed form is necessary to initiate a full investigation of your complaints.
- Forward the completed complaint and authorization forms to MTAS.

Upon receiving the form, MTAS will:

- Contact the Massage Therapist complained about and provide them with a summary of the complaint.
- Contact those individuals who may have information relevant to the complaint.
- Review all information. Further communication with the parties involved may be necessary.
- Inform the complainant and Massage Therapist in write of the results of the review.

If you have any questions or require assistance to complete this form, please contact Lori Green, Executive Director, at 306-382-7225.

1. Information from the person making the complaint:

Ms/Mrs./Mr./Dr. _____ Address _____
Last Name _____ Postal Code _____
Given Name _____ Telephone (Home) _____
Telephone (Work) _____

2. Patient Information:

Ms/Mrs./Mr./Dr. _____ Address _____
Last Name _____ Postal Code _____
Given Name _____ Telephone (Home) _____
Telephone (Work) _____

3. Massage Therapist(s) Information

Name: _____ Address: _____
Name: _____ Address: _____

4. Provide the name(s) of any other individual(s) and the details of the information they may have pertaining to the complaint (i.e. physician, other health professionals)

Name: _____ Address: _____
Name: _____ Address: _____

5. Has this complaint been registered with any other organization or agency?

Yes _____ No _____

If so, please state the name: _____



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7. What is your expectation from the investigation of this complaint?

- Although the Complaints and Discipline Committee seek to resolve conflicts between the public or patients and Massage Therapists to the satisfaction of all parties involved, the purpose of the complaints resolution process is to reduce the risk of recurrent Massage Therapist conduct that prompted the initial complaint.
- The Massage Therapist Association cannot award financial compensation.
- Please note, all information received is to be treated and considered as CONFIDENTIAL. It is solely intended for the use of the MTAS Complaints and Discipline Committee and alleged Massage Therapist that the complaint is against or entity to which this correspondence is addressed. All other recipients are prohibited from disclosing, copying, using, distributing or taking any action in reliance of the contents.

Signature of person making complaint

Date

Relationship of complainant to patient

Signature of patient (if possible)

Date

Return to:

**Lori Green, Executive Director
Massage Therapist Association of Saskatchewan, Inc.
#22- 1738 Quebec Avenue
Saskatoon, Sask.
S7K 1V9**