



Manitoba Professional Acupuncture Association

www.acupunctureassociationmb.com

Phone: 204-480 2415

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Unit A – 2810 Pembina Hwy
Winnipeg, Manitoba, R3T 2H8

E-mail: info@acupunctureassociationmb.com

File A Complaint

The Manitoba Professional Acupuncture Association (MPAA) has an established Code of Ethics, Standards of Practice, and Complaints procedure.

If anyone has any concern about actions of a registered member of MPAA, they may deliver a complaint to the Association in writing.

A complaint should be mailed or delivered to:

Manitoba Professional Acupuncture Association
Unit A-2810 Pembina Highway
Winnipeg, Manitoba
R3T 2H8

The complaint must include the following :

- The name of the registered member under the Association
- A description of your concerns
- The date(s) of the incident(s) or treatment(s)
- Your name, address and telephone number
- Telephone number where you can be reached during the normal workday
- Any other information or documents you feel is pertinent to the complaint.

The Complaint Process

Once a written complaint is received, the complainant's letter is acknowledged, and a letter outlining the existence of a complaint is sent to the member. A copy of the complainant's letter is also sent to the member concerned, with a request for a detailed explanation in writing with any documentary evidence within 14 days of notification of the complaint.

The Manitoba Professional Acupuncture Association Board will investigate and determine if the facts as alleged, are true and will communicate the need for more information within 28 days. The member concerned will receive a letter outlining the final ruling, with any disciplinary actions, within 28 days of receiving the complaint. A complaint against a member can only be upheld if the member is clearly proven to be in breach of our Code of Ethics or Standards of Practice. For all

other matters it is up to the complainant, if still aggrieved, to seek redress through their own legal action.

The Manitoba Professional Acupuncture Association Board reserves the right to take disciplinary action against Registered Members, including but not limited to: ineligibility for membership with MPAA; probation pending completion of specified conditions such as monitoring, counselling or remedial education; written reprimand (formal expression of disapproval retained in the member's file but not publicly announced); censure (formal expression of disapproval that is publicly announced); suspension of membership for a designated period; or termination/revocation of membership with MPAA.

If any complaint is directed to a Court of Law and results in convictions, the Manitoba Professional Acupuncture Association Board is obliged to accept the findings of a Court of Law. The legal process will take precedence and nullify any investigation of facts by the Manitoba Professional Acupuncture Association Board.

The Manitoba Professional Acupuncture Board will review the complaint and determine what further action is appropriate. A wide variety of outcomes are possible.

The extended health benefit companies have the rights to audit the claims submitted by their insured members to get acupuncture treatments (include directly billing) by MPAA members.

If the complaint has been substantiated by facts and evidence, the Manitoba Professional Acupuncture Association Board may:

- Revoke his or her membership, remove his or her name from the list of approved members and ask the member to return the membership certificate. A notice will be sent to the general membership and stakeholders, outlining that his or her membership has been revoked.

If the Manitoba Professional Acupuncture Association Board finds that the allegations have not been proven, they may:

- Dismiss the complaint and send a written letter to the member absolving them of any of the complainant's allegations. This must be done in consultation with and with full explanation to the complainant to ensure the complaint has been satisfied.