



Ontario College of
Social Workers and
Social Service Workers

250 Bloor St. E.
Suite 1000
Toronto ON M4W 1E6

How to File a Complaint

Please follow these steps to properly file a complaint. It is important that there is sufficient information provided and that the complaint is in writing or is supplied to the College in a manner that may be reduced to writing.

STEP #1: Review the complaints process

Review the Complaints Brochure which can be found on the College's website: www.ocswssw.org

If you have further questions, please contact the Complaints and Discipline Department staff at 416-972-9882 or 1-877-828-9380 ext. 210 or 223.

STEP #2: Print and complete the Complaint Form (signature required)

If you are complaining about multiple members, please complete separate Complaint Forms for each member to ensure confidentiality as between members.

STEP #3: Attach any documents that are relevant to your complaint

You may include supporting documents that are relevant to the complaint or that may assist in the investigation of the complaint. However, you must clearly explain how each document or how parts of each document supports your concern(s). If you do not provide an explanation about how each document relates to your concerns, your documents may be returned to you and will not be considered as part of your complaint.

STEP #4: Mail, fax or email the signed Complaint Form and related documents to:

Coordinator, Complaints and Discipline

Ontario College of Social Workers and Social Service Workers

250 Bloor Street East, Suite 1000

Toronto, ON M4W 1E6

Tel: 416-972-9882, ext. 210 or 223

Fax: 416-972-1512

Toll free: 1-877-828-9380

Email: Investigations@ocswssw.org