

COMPLAINTS COMMITTEE

Policy Title	Policy Number
Handling Complaints Against Council Members, the Registrar/CEO or CMLTM Staff	CC-10
	Date of Approval
	March 20, 2013; March 18, 2015
Responsible Authority	Date of Revisions
CMLTM Council	March 4, 2015 June 21, 2017
(Complaints Committee)	Page(s)
	1 of 2

It is important that the public have confidence in the governing body of the College. When there is an outstanding and unresolved charge of professional misconduct, conduct unbecoming or incompetence against a Council/Committee member or Registrar/CEO, the Council/Committee member or Registrar/CEO may have restricted participation in Council/Committee meetings, deliberations and activities pending the outcome of the investigation.

Any person may make a complaint to the Registrar of CMLTM if they have a concern over the conduct of a Council/Committee member, or CMLTM staff member. Complaints against the Registrar/CEO may be filed with the Complaints Committee Chair/Designate.

All complaints must be received in writing and should contain the name of the individual which the complaint is made against as well as details of the complaint. If possible, copies of correspondence, contracts, operating procedures and other documentation that helps to support the complaint should be provided at the time the complaint is submitted. All complaints must be signed and dated by the complainant.

All complaints received by the Registrar will be immediately referred to the Complaints Committee Chair/Designate.

The Complaints Committee may immediately direct that an investigation be held. The investigator assigned to the investigation shall be an independent member of the profession who will:

- a) Exercise all investigatory powers of the Complaints Committee in connection with the investigation;
- b) Carry out the investigation in a fair and timely manner;
- c) Submit to the Complaints Committee a report in writing in regards to the investigation.

The Complaints Committee shall dispose of the matter as it deems appropriate within the scope of the Act.

When the complaint has involved a Council/Committee member, following the decision and reasons of the Complaints Committee or order of the Inquiry Committee, the Council will make a decision as to the current term of office of that Council member.

Monitoring compliance with the decision of the Complaints Committee or order of the Inquiry Committee will be undertaken by an individual who is not a member of the College staff.