



Handling Complaints Against Council Members, the Registrar/CEO, or CMLTM Staff

Policy Number: CC-10

Date of Approval	Responsible Authority	Last Revised
March 20, 2013	CMLTM Council (Complaints Committee)	August 31, 2022

Policy

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, that individual 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/CEO of CMLTM if they have a concern over the conduct of a Council/Committee member, or 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 assigned investigator 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 regarding the investigation.

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



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scope of the Act.

The Complaints Committee Chair/Designate will refer the complaint to the Council to determine if there will be restrictions placed on the Council/Committee member or Registrar/CEO's participation in Council/Committee meetings, deliberations, and activities pending the outcome of the investigation.

The Council will determine the seriousness of the complaint and the potential to damage the reputation of CMLTM and the Council.

The Council will determine the level of restrictions placed on the Council/Committee member or Registrar/CEO's participation and the length of the restrictions.

When the complaint involves a Council/Committee member, following the decision of a complaint involving a Council/Committee member, the Council will make a decision regarding the current term of Office of that member.

The Complaints Chair or Registrar will monitor compliance with the decision of the Complaints Committee or order of the Inquiry Committee.

Revision History

- March 20, 2013 – Date of Approval
- March 4, 2015
- June 21, 2017
- August 31, 2022 – Last Date of Revision