

## COMPLAINTS COMMITTEE

Policy Title	Policy Number
Criteria for Referral of a Complaint	CC-1
	Date of Approval
	March 20, 2013, March 18, 2015, June 21, 2017, April 13, 2019
Responsible Authority	Date of Revisions
CMLTM Council (Complaints Committee)	March 4, 2015
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The College of Medical Laboratory Technologists of Manitoba is the regulatory body for the profession of Medical Laboratory Technology in Manitoba.

The College does not regulate medical laboratories; it regulates Medical Laboratory Technologists (MLT's) working in the laboratories. This process ensures that a licensed technologist has the competencies required to practice in the fields specified on the license. Part of this process includes setting standards of practice for Medical Laboratory Technologists and taking action when the standards are not met. The CMLTM Complaints process is part of taking action when standards are not met.

Any person may make a complaint to the Registrar of CMLTM if they have a concern over the conduct of a member or past member.

All complaints must be received in writing and should contain the name of the Medical Laboratory Technologist (MLT) and provide sufficient detail to identify the member, the incident(s) or issues in 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.

Complaints received by the Registrar may be referred to the Complaints Committee.

When a complaint is referred to the Complaints Committee, written notice will also be given to the member, the member's employer and to the Director of the Laboratory (if member was employed at time of complaint).