

COMPLAINTS COMMITTEE

Policy Title	Policy Number
Investigation of Complaint	CC-2
	Date of Approval
	March 20, 2013
Responsible Authority	Date of Revisions
CMLTM Council	Reviewed (no changes) March 4, 2015 Reviewed June 21, 2016, April 13, 2019
(Complaints Committee)	Page(s)
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All complaints received by the Complaints Committee will be reviewed as to the member's conduct in relationship to The Medical Laboratory Technologists Act, Standards of Practice and the Code of Conduct.

The Complaints Committee may attempt to resolve the complaint informally or forward the complaint for investigation.

All attempts to informally resolve the complaint which is not agreed upon by either party will be forwarded for investigation.

In the event that the complaint is forwarded for investigation, (an) investigator(s) will be appointed by the Complaints Committee. The investigator(s) has/have the right to request the investigated member or any other member to produce records which are relevant to the investigation. The investigator(s) can require that the investigated member or any other member be interviewed for the purpose of the investigation. The investigator(s) can also direct an investigation or audit of the practice of the investigated member.

Requests for records must be provided within a reasonable period of time. Failure to produce records may result in the College applying for a court order.

The investigator shall report his/her/their findings to the Complaints Committee in writing.