



# Investigation of Complaint

Policy Number: CC-2

Date of Approval	Responsible Authority	Last Revised
March 20, 2013	CMLTM Council (Complaints Committee)	April 15, 2026

## Policy

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 Ethics.

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.

If 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.

## Revision History

- March 20, 2013 – Date of Approval
- March 4, 2015
- June 21, 2016
- April 13, 2019
- April 15, 2026 – Last Date of Revision