

## COMPLAINTS COMMITTEE

<b>Policy Title</b>	<b>Policy Number</b>
Criteria for Referral for a Practice Audit	CC-7
	<b>Date of Approval</b>
	July 17, 2013; March 18, 2015
<b>Responsible Authority</b>	<b>Date of Revisions</b>
CMLTM Complaints Committee	March 4, 2015 Reviewed (no changes) June 21, 2017
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The Complaints Committee shall consider directing a practice audit when reviewing an active complaint in the following circumstances:

- The Member has not responded to requests for information and/or clarification;
- Contradictory information has been received by the College and it appears likely that a practice audit may assist in resolving the contradiction;
- A skills assessment of the member may be of particular assistance to the Complaints Committee in its deliberations of the matter before it.