



# Complaints Committee

Terms of Reference

Policy Number: TOR-3

Date of Approval	Responsible Authority	Last Revised
March 14, 2012	CMLTM Council	June 14, 2023

## Purpose

To act upon complaints referrals from the CEO/Registrar and the disposition of which shall be informal resolution or investigation, pursuant to sec.19 of the Medical Laboratory Technologists Act (MLTA).

## Authority

To dispose of a complaint in accordance with sec. 21(1) and 21(2) of the MLTA.

## Composition

The committee shall be comprised of a minimum of three (3) members of whom one (1) is a Chair appointed by Council and one (1) of whom is a Public Representative. The Quorum shall be three (3) members, one (1) of whom must be a Public Representative.

## Terms

The Chair shall be appointed by Council and hold office for one (1) year and shall be eligible for reappointment, for a maximum of six (6) consecutive years, with the provision that no person is at any time Chair of more than one (1) committee. Public Representative(s) shall be appointed for a three (3) year term. Members shall be appointed by the Chair, subject to Council approval, serve for a three (3) year term and be eligible for reappointment to a maximum of two (2) consecutive terms (6 years).

## Meetings

The committee shall meet as required and a minimum of once a year.

## Reporting

The Chair shall provide a report, in writing, to the Council as requested to a minimum of once a year. Informal updates will be provided as required. The Chair shall submit minutes of all meetings to the CEO/Registrar.

## Revision History

- March 14, 2012 – Date of Approval



**COLLEGE OF MEDICAL LABORATORY TECHNOLOGISTS  
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- April 21, 2018
- June 14, 2023 – Last Date of Revision