

RPPC - Complaints Subcommittee Terms of Reference

Mandate:

The RPPC Complaints Subcommittee, chaired by an elected Board member selected jointly by the Chair of the Registration and Professional Practice Committee and the Registrar, investigates any complaint regarding professional misconduct, incompetence, or a breach of the Code of Ethics by a member.

Reporting Structure:

The Complaints Subcommittee is a mandatory committee of the RPPC. The chair of the subcommittee will report to the RPPC any items brought before the committee.

Responsibilities:

The Complaints Subcommittee will:

- Review and assess complaints forwarded to the committee by the Registrar
- Take one or more actions with regard to complaints, including:
 - directing that the matter be referred, in whole or in part, to the Discipline Subcommittee
 - directing that the matter not be referred to the Discipline Subcommittee
 - directing the Registrar to provide advice to the member complained against in writing
 - requiring the person complained against to be cautioned or admonished
 - taking appropriate action in the circumstances that is not inconsistent with the Act or the By-law
- Provide the subcommittee decision and rationale in writing to the Registrar

The Subcommittee will refuse to consider and investigate a complaint if, in its opinion:

- the complaint does not relate to professional misconduct or incompetence on the part of a member
- the complaint is not a breach of the Code of Ethics

- the complaint is frivolous, vexatious or an abuse of process
- the complaint did not follow the documented process

Voting Structure:

Wherever possible, decisions of the Subcommittee reached by consensus.

Where a vote is required, a quorum is 50 percent plus one of the committee members. A majority will pass a motion.

In the event of an evenly divided number of votes, the Chair will exercise the right to a deciding vote.

Members cannot abstain from voting unless there is a conflict of interest.

Complaints Committee Composition:

The Complaints Committee is composed of:

- not less than three (3) Certified Members
- the Chair of the Committee will be a member of the RPPC

Subcommittee members should have at least five (5) years of work experience in their discipline.

The Chair keeps RPPC informed of the Subcommittee's activities.

Meeting Frequency:

The Complaints Subcommittee meets as required.

Review of Terms of Reference

Terms of reference reviewed every four years

Expenses:

Members of the Subcommittee receive no honorarium for the services they provide.

Reasonable expenses will be reimbursed in accordance with the expense policy of the Association upon submission of an OACETT expense form.