

# Public Complaints Process

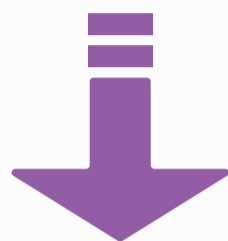
## Initial Review

*Acknowledgement to the complainant of the College's receipt of the complaint.*

The College determines:

- if the matter involves an RECE;
- whether the complaint relates to concerns that can be addressed by the Complaints Committee, such as professional misconduct, incompetence and/or incapacity; and
- whether there is a risk to the public, and determining the level of risk. This risk assessment allows the College to identify and manage most serious complaints first.

The College is obligated to address **every public complaint** received about an RECE. However, in some instances, the Complaints Committee has the authority to refuse to consider and investigate a complaint, if, in its opinion, the complaint is frivolous, vexatious or an abuse of process.



## Investigation

*Includes a variety of notifications and opportunities for response for both the complainant and the RECE.*

College investigators gather relevant information relating to the issues raised in the public complaint. They serve as **neutral** fact finders who are not involved in deciding an outcome in a case.

This part of the process may include:

- interviewing witnesses such as:
  - other professionals within the practice setting; and
  - employers and parents and/or guardians.
- It may also involve obtaining key documents from the employer, the Ministry of Education or Children's Aid Society.

RECE is notified that a complaint has been received

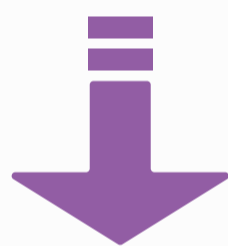
Summary of complaint and information obtained in the investigation is provided to RECE

RECE may submit a written response within 60 days

Based on responses, College investigator may conduct further investigation

RECE may respond again to the full results of the investigation before the complaint is reviewed by the Complaints Committee

Complainant may review and respond to RECE's written response



## Complaints Committee Panel Review

*Includes a thorough review of the information collected by the College investigator and the member's response to decide on an appropriate outcome and action.*

When deciding on an appropriate outcome, the Complaints Committee takes into account:

- their assessment of risk to the public;
- the seriousness and context of the concerns raised;
- the RECE's responses and insight into their practice; and
- any previous Complaints Committee decisions made regarding the RECE

The Complaints Committee can take any of the following actions:

- Direct the matter to be referred, in whole or in part, to the Discipline Committee or Fitness to Practise Committee.
- Require the member to appear before the Complaints Committee to be cautioned or admonished.
- Take no further action.



## Complaints Committee Decision

*The Committee provides a written copy of the decision to the complainant, RECE and the RECE's current employer.*

The Complaints Committee must provide reasons for its decision for cases that involve no further action or verbal caution.

To find out more about the possible outcomes of a complaint that goes to the Complaints Committee, read [our first article](#).

For the most serious cases involving a referral to the Discipline Committee or Fitness to Practise Committee, the Complaints Committee's decisions are posted to the College's **Public Register**. All other decisions of the Complaints Committee remain confidential and do not form part of publicly available information relating to an RECE.