

**COMPLAINTS COMMITTEE  
WORK PLAN FOR 2021**

Approved by Committee Oct. 23, 2020	Review Date:
Approved by Council: November 20, 2020	Approved Budget:
<p><b>Mandate</b> [as approved by Council]:</p>	<p><b>Duties of Complaints Committee</b></p> <p><u>24. (1)</u> The Complaints Committee shall consider and investigate complaints made by members of the public or members of the Association regarding the conduct or actions of a member of the Association or holder of a certificate of authorization, a temporary licence, a provisional licence or a limited licence, but no action shall be taken by the Committee under subsection (2) unless,</p> <p style="padding-left: 40px;">(a) a written complaint in a form that shall be provided by the Association has been filed with the Registrar and the member or holder whose conduct or actions are being investigated has been notified of the complaint and given at least two weeks in which to submit in writing to the Committee any explanations or representations the member or holder may wish to make concerning the matter; and</p> <p style="padding-left: 40px;">(b) the Committee has examined or has made every reasonable effort to examine all records and other documents relating to the complaint. R.S.O. 1990, c. P.28, s. 24 (1); 2001, c. 9, Sched. B, s. 11 (30).</p> <p><b>Idem</b></p> <p><u>(2)</u> The Committee in accordance with the information it receives may,</p> <p style="padding-left: 40px;">(a) direct that the matter be referred, in whole or in part, to the Discipline Committee;</p> <p style="padding-left: 40px;">(b) direct that the matter not be referred under clause (a); or</p> <p style="padding-left: 40px;">(c) take such action as it considers appropriate in the circumstances and that is not inconsistent with this Act or the regulations or by-laws. R.S.O. 1990, c. P.28, s. 24 (2).</p> <p><b>Decision and reasons</b></p> <p><u>(3)</u> The Committee shall give its decision in writing to the Registrar for the purposes of subsection (4) and, where the decision is made under clause (2) (b), its reasons therefor. R.S.O. 1990, c. P.28, s. 24 (3).</p> <p><b>Notice</b></p> <p><u>(4)</u> The Registrar shall mail to the complainant and to the person complained against a copy of the written decision made by the Complaints Committee and its reasons therefor, if any, together with notice advising the complainant of the right to apply to the Complaints Review Councillor under section 26. R.S.O. 1990, c. P.28, s. 24 (4); 2006, c. 19, Sched. B, s. 14.</p> <p><b>Hearing</b></p> <p><u>(5)</u> The Committee is not required to hold a hearing or to afford to any person an opportunity for a hearing or an opportunity to make oral submissions before making a decision or giving a direction under this section. R.S.O. 1990, c. P.28, s. 24 (5).</p>
<p><b>Equity and Diversity Awareness</b></p>	<p>1. Was the E &amp; D module reviewed in order to have tasks and activities align with the E&amp;D Policies? <b><u>YES</u></b></p> <p>2. Is each task/activity being done in an equitable manner and engaging diverse groups? <b><u>YES</u></b></p> <p>3. Are there any barriers to information dissemination, human resources, physical space, and cultural differences? <b><u>NO</u></b></p>

<b>Tasks, Outcomes and Success Measures:</b>	<b>Task/Activities:</b>	<b>Outcomes Success measures</b>	<b>Due date:</b>
	Review, consider, and issue a written decision for every complaint filed with the Registrar.	Dispose of complaints in accordance with Section 24(2) of the Act. Average number of complaints filed per year remains consistent at approximately 70.	Ongoing
	Review the <i>PEA</i> vis a vis the complaints process and identify and recommend Act changes in the public interest.	Identify potential Act changes with policy rationale and jurisdictional scans, as appropriate.	Ongoing
	Review committee membership against the Committee HR Plan, confirm the HR Plan, and undertake recruitment as required.	No more than two vacancies on COC at any time.	Ongoing
	Continually review committee processes to ensure adherence to best practices, including review of structure and format of completed complaint investigation files ready for committee review.	Processes continually refined and adapted, Complaints Process, Procedure Manual, and Committee Resources file continually updated.	Ongoing
	Provide feedback to Council and the Practice Standards Committee based on COC's observations wrt trends, and use of PEO Guidelines and Standards in industry.	Feedback provided as appropriate, to either Council or PSC.	Ongoing
<b>Performance metrics</b>	Attendance of all committee members monitored for adherence to standard referenced in HR Plan Attendance of lead reviewers monitored (lead reviewers are committee members who have been assigned particular files to present at an upcoming meeting, and whose absence at the meeting would impact on the timely disposition of a file).		
<b>Inter-committee collaboration:</b>	Invite annual meeting to be held with Chair and Vice-Chair of DIC and Regulatory Compliance senior staff. Invite annual meeting to be held with Complaints Review Councillor and Regulatory Compliance senior staff. Communication through council wrt CRC reports and recommendations. Presentations to Council and other committees wrt complaints process as required/invited.		
<b>Stakeholders:</b>	Complainants (public and PEO licence holders), complained-against engineers and C of A holders.		