

# HUMAN RESOURCES PLAN – 2021

## COMPLAINTS REVIEW COUNCILLOR (CRC)

<b>Committee:</b> Complaints Review Councillor	<b>Date Developed:</b>
<b>Committee Review Date:</b> September 2020	<b>Date Council Approved:</b> November 20, 2020

Categories	Currently in Place	Required in 12 Months <i>(Identified "Gap" for each Core Competency)</i>	Required in 2 to 5 Years
<b>Core Competencies</b>	See Appendix A	<b>See Appendix A</b>	
<b>Committee Membership</b>	1 member		
<b>Broad Engagement</b>	<p>Section 25(1)</p> <p>Elected Councillor: N/A LGA (P. Eng.) Councillor: N/A LGA (Lay) Councillor: N/A General Member: 1</p> <p>NOTE: CRC cannot be a member of the Discipline Committee as per Council's directive.</p>	Proclamation of the amendments to the <i>Professional Engineers Act</i> would provide confirmation that there can be more than one CRC.	Provide necessary training for new members.
<b>Volunteer Development Plans</b>	<p>a. New members attend a basic orientation session conducted by CRC Chair and the Tribunals Staff</p> <p>b. Provide resources (handbook, legal reference books, etc.)</p>	<p>a. New members attend a basic orientation session conducted by CRC Chair and the Tribunals Staff</p> <p>b. All members attend CRC meetings and obtain training relating to decision-making and report-writing.</p> <p>c. Provide resources (handbook, legal reference books, case book, etc.)</p>	<p>a. New members attend a basic orientation session conducted by CRC Chair and the Tribunals Staff</p> <p>b. All members attend CRC meetings and obtain training relating to decision-making and report-writing.</p> <p>c. Provide resources (handbook, legal reference books, case book, etc.)</p> <p style="text-align: right;"><b>See Appendix A</b></p>
<b>Succession Planning</b> • List the members	Yufei (Fiona) Wang - 2019		
<b>Continuous learning</b>	Create or attend training relating to decision-making and report-writing such as Osgoodes Professional Development Training.	Create or attend training relating to decision-making and report-writing such as Osgoodes Professional Development Training.	Create or attend training relating to decision making decision-making and report-writing such as Osgoodes Professional Development Training.

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	Provide resources (handbook, legal reference books, etc.)	Provide resources (handbook, legal reference books, case book, etc.)	Provide resources (handbook, legal reference books, case book, etc.)
<b>Term of Office</b>	N/A	N/A	N/A

### APPENDIX A

#### 1. Key Objectives and Core Competencies (as per the Work Plan)

List Top 3-5 Committee Work Plan Outcomes:	List Core Competencies for Each Work Plan Outcome:
Review the treatment of a complaint	<ul style="list-style-type: none"> <li>a. Knowledge of the applicable sections of the Act, Regulations and SPPA.</li> <li>b. Be committed and available to do a review.</li> <li>c. Ability to write Reports.</li> <li>d. Familiarity with previous Reports</li> </ul>
Develop Volunteers (Chair, CRC)	<ul style="list-style-type: none"> <li>a. Identify training requirements and resources.</li> <li>b. Organize training sessions.</li> <li>c. Conduct training sessions.</li> </ul>
Develop Policy and Plans (Chair, CRC)	<ul style="list-style-type: none"> <li>a. Develop and analyze policy alternatives.</li> <li>b. Draft proposals to create Handbook, Work Plan, and H.R. Plan.</li> </ul>
Perform Administrative Functions (Chair, CRC)	<ul style="list-style-type: none"> <li>a. Respond to information requests from PEO and Council.</li> <li>b. Draft and provide administrative reports.</li> <li>c. Communicate with Council.</li> </ul>

#### 2. Competency Gaps and Action Plan

List top 2 - 3 core competencies missing from the current Committee (knowledge, skills, abilities)	List <u>specific gaps</u> for each core competency	Briefly state <u>how you will close each gap</u> [ie: development plan for current member(s); request for additional volunteer resources]	Resources Needed	Target Date for Completion
Regulatory and/or decision writing experience in order to write concise and clear Reports that address matters within CRC jurisdiction.	Experienced CRCs who already know how to write decisions	Training and experience: Post the CRC vacancy publically to attract people with the right experience Ask the AG to approve LGAs that have regulatory and/or decision writing experience	Training	Ongoing

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List top 2 - 3 core competencies missing from the current Committee (knowledge, skills, abilities)	List <u>specific gaps</u> for each core competency	Briefly state <u>how you will close each gap</u> [ie: development plan for current member(s); request for additional volunteer resources]	Resources Needed	Target Date for Completion
In-depth knowledge of the PEO organizational structure in order to properly respond to requests for review	Understanding of interaction/flow between PEO and Complaints Committee Understanding the role of staff of the Tribunals and Staff related to Complaints	Training and experience: Have the CRC meet with Staff and/or the Complaints committee when onboarding to better understand PEOs organizational structure	Training	Ongoing

### 3. Comments

The objective of this plan is to establish and maintain CRCs who can fulfill the requirements of the Act effectively and efficiently.