

Complaints Committee

Scope of the Committee

Comprising Full members, the Complaints Committee operates at arm's length from Council and receives complaints that members have breached the Professional Code of Practice. It is authorized by Appendix II of the by-law to review those complaints and determine how to handle them, including commissioning an investigation, issuing a caution to members, dismissing complaints, or referring them to the Discipline Committee. The Complaints Committee may also offer advice to the Professional Standards and Registration Committee concerning clarity of current standards and/or need for standards development.

Responsibilities

(From the [OPPI By-law](#))

5.1.1.5 The Complaints Committee shall assess, review and respond to every complaint, including a complaint by the Registrar, regarding the conduct of a member of the Institute. The Complaints Committee shall have the authority necessary to provide for a process of considering complaints made against members, including making referrals to the Discipline Committee and requiring a member to appear before the Complaints Committee to be cautioned. The Complaints Committee shall also have the authority necessary to provide for a process of investigating complaints made against members if such complaints contain information suggesting that the member may be guilty of professional misconduct as defined in this By-law. All Complaints Committee proceedings related to the Professional Code of Practice shall be in accordance with the provisions contained in Appendix II.

Composition

The committee is chaired by a Full member who cannot be a Council Director. This Council-appointed committee consists of not less than five (5) Full Members other than non-practicing members in good standing, and one or more lay citizen residents in Ontario, as members. (Note: for these purposes, a Retired Member is NOT a Non-practicing member, i.e., a Retired Member may sit on the Complaints Committee.)

A director or employee of the Institute or a member of any other standing or program committee shall not be eligible to be a member of the committee. Appointments are for a term of three (3) years, arranged so that as nearly as possible one-third of the members shall retire each year. Members are eligible for reappointment once for a second term and members shall hold office until their successors are appointed.

The composition of a Complaints Committee panel holding a hearing into the determination of a complaint shall not be less than three (3) members of the Committee, exclusive of any lay citizen appointment.