

Complaints Investigation Committee Terms of Reference

Policy Section: Governance Process	Policy Number: GP-4.6	Approved By: Council
Regular Council Policy Review Frequency: Every five years	Date Approved: August 24, 2001	Date Reviewed/Revised: November 27, 2025

Mandate/Purpose:

The Council is required to establish a Complaints Investigation Committee in accordance with subsection 93(1) of The Regulated Health Professions Act ('the Act'). As outlined by subsection 93(2) of the Act, the committee is responsible for investigating complaints and, when the committee considers it appropriate, attempting to resolve them informally.

Responsibilities and Products:

The committee is responsible for carrying out its responsibilities in accordance with Part 6 of the Act and is empowered to make decisions specified in subsection 102(1).

Composition (Positions):

The Complaints Investigation Committee will be comprised of:

1. At least four (4) registered nurses (who cannot be members of the College's Council).
2. At least three (3) public representatives.
3. At least one third of Committee Members must be members of the public.

Committee members are appointed by Council.

The Complaints Investigation Committee appoints two Co-Chairs, from among the RN members of the Committee.

Quorum:

Quorum is made up of three members of the Committee; at least one-third of whom must be public representatives.

Term:

The term is for three years. No more than two consecutive terms are permitted.

An individual's term may be extended to the Council meeting immediately following the expiration of their term with the approval of the Co-Chairs.

Authority and Reporting:

The committee's authorities are as described in Part 8 of The Regulated Health Professions Act. The Complaints Investigation Committee is independent and reports its findings to the CEO/Registrar.

Staff Support:

The Committee is supported by the Manager of Professional Conduct and related administrative staff of the College.

Meeting Schedule:

Meetings are held as necessary at the call of the Committee Chairs.

References

The Registered Nurses Act

The Regulated Health Professions Act.