



Association of Professional Geoscientists of Ontario Complaints Committee Terms of Reference

Mandate

The Complaints Committee is a mandated committee of the APGO that holds the legislated responsibility, under the Professional Geoscientists Act 2000, and By-Law No. 9, to implement and manage the complaints procedure when a complaint is received about a member or certificate holder.

This Terms of Reference document does not amend or supercede the Terms of Reference outlined in By-Law No. 9.

Functions and Responsibilities

- Train and maintain a pool of members that can serve in a Preliminary Review Panel and the Committee itself
- Development and maintenance of the Manual of Practice and Procedures of the Complaints Committee
- Investigate the evidence and other circumstances of a complaint and to recommend actions to deal with the complaint
- Adhere to the Manual of Practice and Procedures so that all information regarding a complaint is assembled within a reasonable time period

Outcomes and Deliverables

- Report to APGO Council on any changes to the operation of the Committee.
- Provision of an Annual Report to Council by February 28 following the December 31 year end

Operational Considerations

- Meetings of the Complaints Committee will be held as required. Minutes of meetings will be provided to the EDR and Committee members within 30 days after the date of the meeting
- Ensure that specific and systemic information related to the operation of the committee is retained and maintain the official files of the Complaints Committee
- The Manual of Practice and Procedures should be reviewed as required by the members of a preliminary review panel of a given calendar year
- Ensure that all files of information on resolution of a complaint are retained so that problem areas can be readily identified and appropriate action taken
- Resource requirements, both from a manpower and funding perspective, should be produced, at minimum, annually in conjunction with the annual budgeting process

Status and Authority

- The Complaints Committee is a mandated committee of the APGO as noted in By-Law No. 9
- The Committee reports to Council through its chair
- The Complaints Committee shall operate within the terms of the Act, and its By-Laws
- Recommendations and decisions of the Committee will be by consensus
- The Committee's term is open ended

Composition/Organization

- The Complaints Committee, in accordance with the APGO By-Law No. 9 is to be comprised of (but not limited to):
 - o Two elected councilors;
 - o Two Councilors who are non-member appointees; and
 - o Five members from the membership at large.
- The Chair is to be nominated by the Committee and approved by Council. (Note that By-Law No. 9 states that the Chair of the Complaints Committee shall be appointed by the majority of members of the Complaints Committee, however, in practice, Council retains the right to approve said nomination)
- Any member at large can participate in the Committee and undergo training for a Preliminary Review Panel
- Committee member term limits are open ended
- A majority of the Committee members constitute a quorum

Review

- The Terms of Reference of the Complaints Committee will be reviewed at least once every three years

References

- Professional Geoscientists Act, 2000
- Statutory Powers Procedure Act, 1990
- O.Reg. 258/02 – Disciplinary Matters – Complaints and Disciplinary Proceedings Relating to the Practice of Professional Geoscience
- APGO By-Law No. 9 – Complaints Committee
- APGO By-Law No. 1 - Business
- Manual of Practice and Procedures of the Complaints Committee