

# Complaints Process Schematic

*This schematic is for general information purposes only and is intended to illustrate the overall Complaints Process. The reader is directed to The Professional Geoscientists Act, 2000; Regulation 258/02 and the bylaws of the Association for further details.*



## Registrar Receives a Complaint Inquiry

Registrar assists Complainant with expectations and understanding of complaints process. Registrar may suggest alternative methods to address concerns.

If Complainant is satisfied then **no further action** is taken; otherwise Complainant may file a **Formal Complaint** in writing.

## Registrar Receives Formal Complaint

## Registrar and Respondent Acknowledge Complaint

Registrar creates a Complaint File and acknowledges receipt of complaint to the Complainant in writing (5 business days). Registrar forwards complaint and supporting documents to the Chair and Respondent.

Respondent must acknowledge receipt of the complaint in writing and is encouraged to provide a written response to the complaint (20 business days).

## Registrar Forwards Response

Registrar forwards the response to the complaint to both the Chair and the Complainant (subject to any agreed-to confidentiality request).

## Chair Assembles PRP

The Chair assembles a PRP comprised of either 1 or 3 members and notifies Registrar of anticipated timing of deliberations.

### Definitions and Roles

**Complainant** = Person who submits the complaint

**Respondent** = Member or Certificate of Approval holder complained about

**PRP** = Preliminary Review Panel

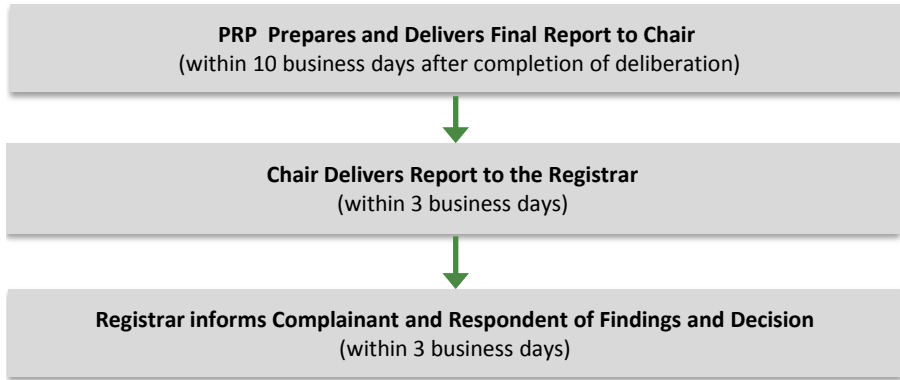
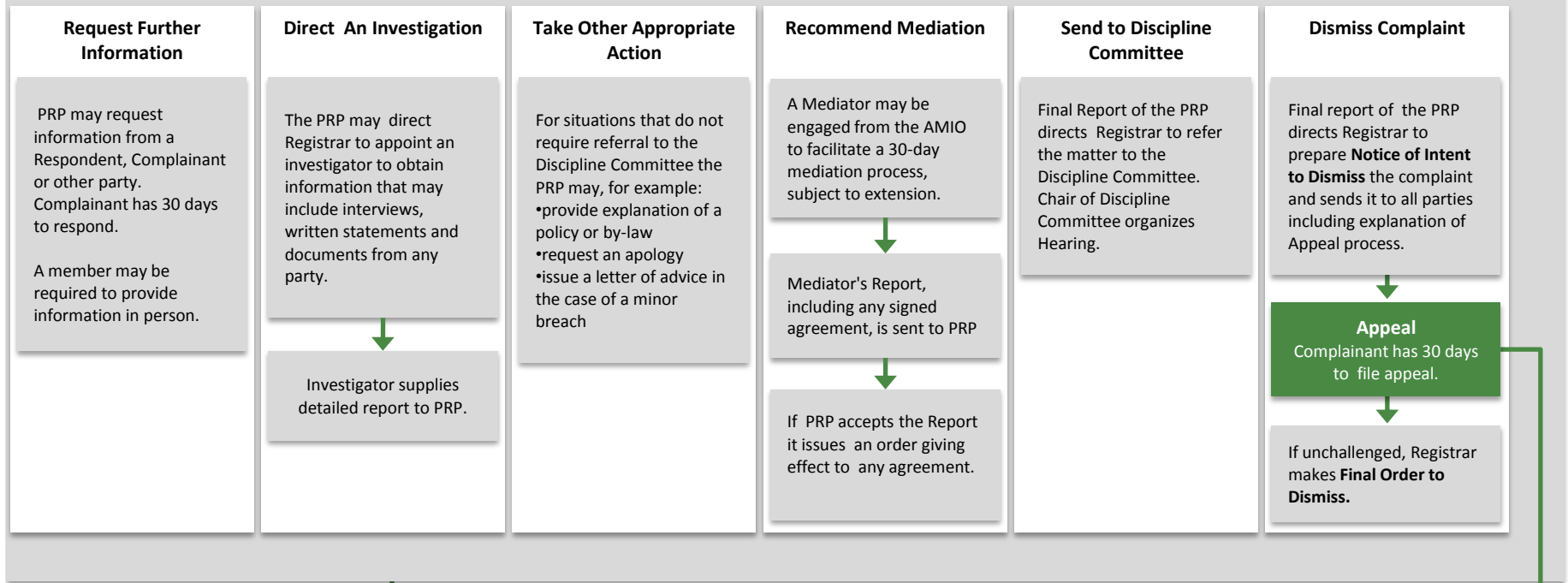
**Chair** = Chair of the Complaints Committee: Organizes the PRP, provides oversight and continuity

**Registrar** = Registrar of the APGO: Facilitates the complaints process and provides communication between all parties.

**Formal Complaint** = Written, signed complaint concerning the Respondent

**AMIO** = Arbitration and Mediation Institute of Ontario

**The PRP directs the Registrar using one or more of these options:**



**In case of an Appeal**  
The Chair assembles a new PRP with at least 3 new members (within 10 business days). This new PRP may use any of the options (above) to direct the Registrar.