

<b>Type of document:</b> terms of reference	<b>Approved by:</b> Inquiries, Complaints and Reports Committee
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## Inquiries, Complaints and Reports Committee Terms of Reference

<b>Name and type</b>	<b>Inquiries, Complaints and Reports Committee</b> Statutory
<b>Purpose</b>	The Inquiries, Complaints and Reports Committee (ICRC) is a statutory committee as defined in the <i>Health Professions Procedural Code (Code)</i> , which is Schedule 2 of the <i>Regulated Health Professions Act, 1991 (RHPA)</i> .
<b>Specific Areas of Responsibility</b>	<p>The ICRC develops policies and processes in order to fulfil its mandate.</p> <p>The ICRC will perform the following functions:</p> <ol style="list-style-type: none"> <li>a. through panels selected by the Chair and in accordance with the Code, applicable regulations, by-laws and policies:             <ol style="list-style-type: none"> <li>i. investigate complaints, consider Registrar's Reports, and conduct inquiries into alleged member incapacity, professional misconduct and incompetence;</li> <li>ii. request or approve the appointment of investigators; and</li> <li>iii. make fair and reasonable dispositions of all matters brought before it.</li> </ol> </li> <li>b. consider and make recommendations for changes to applicable legislation, regulations, by-laws, policies, programs, standards and guidelines that fall within the scope and purpose of the Committee; and,</li> <li>c. submit to Council an annual report on the number of and types of matters dealt with, the dispositions of those matters generally, and activities relating to changes to applicable legislation and policy.</li> </ol>
<b>Committee Composition</b>	<p>Members of the ICRC are appointed by Council.</p> <p>The Committee must be composed of at least three (3) persons and must include:</p> <ul style="list-style-type: none"> <li>• at least two (2) registrants who are members of Council;</li> <li>• at least one (1) public member, and;</li> <li>• one (1) or more registrants who are not members of Council if Council so wishes.</li> </ul> <p>The number of Committee members who are also registrants must, wherever possible, exceed the number of public members.</p>

<p><b>Panel Composition</b></p>	<p>Panels are selected by the Chair to perform statute-specific functions.</p> <p>In accordance with the Code, panels of the ICRC must be composed of:</p> <ul style="list-style-type: none"> <li>• at least three (3) members of CRPO Council:</li> <li>• at least one (1) of whom must be a public member appointed by the Lieutenant Governor in Council.</li> </ul> <p>Three members of a panel constitute a quorum.</p>
<p><b>Committee Competencies</b></p>	<p>Elected and public members of Council are required to meet the minimum <a href="#">Council Competencies</a> and <a href="#">Committee Competencies</a>.</p> <p>Appointed committee members (i.e., non-council appointments) may be required to meet the minimum Council Competencies and Attributes.</p>
<p><b>Decision-Making Process</b></p>	<p>Wherever possible, decisions will be made by consensus. When necessary, formal voting will be used.</p> <p>Unless specifically provided for otherwise under the Code or the by-laws, every motion that properly comes before a Committee shall be decided by a simple majority of the votes cast at the meeting by the Committee members present.</p> <p>The Committee Chair, as a member of the Committee, may vote. In the event of a tie vote, the motion is defeated.</p>
<p><b>Evaluation</b></p>	<p>The ICRC will be evaluated through:</p> <ul style="list-style-type: none"> <li>• Regular reports to Council including information on adherence to policies and procedures</li> <li>• Participation in annual committee evaluation</li> </ul>
<p><b>Delegated Authority</b></p>	<p>The ICRC will advise Council with respect to inquiries, complaints and reports.</p>
<p><b>Reporting</b></p>	<p>The Committee will report to Council at some, though not necessarily all, scheduled meetings. Reports to Council are to be provided in writing with the explicit purpose of informing the work of Council and framed to identify public interest issues.</p>
<p><b>Appointment of Chair</b></p>	<p>The Chair or Chairs of the Committee will be appointed by Council.</p> <p>In the event that the Chair of the Committee is unable or unwilling to preside at the meeting, the Chair shall designate an acting Chair from among the Committee members to preside at the meeting and if the Chair is unable to delegate his or her chairing duties, the Committee shall then select an acting Chair to preside at the meeting from among its members.</p>
<p><b>Quorum</b></p>	<p>The quorum for the committee or a panel of the committee is three (3) members unless otherwise provided in the Code or the by-laws.</p>

	Despite anything in the by-laws, a Committee is properly constituted despite any vacancy so long as there are sufficient members to form a quorum of the Committee or a panel of the Committee.
<b>Meetings</b>	Committee meetings will, wherever possible, be held at a place and on a date set in advance and will occur at regular intervals and at such frequency as necessary for the Committee to conduct its business. The Committee will meet at least once per year to ensure proper functioning of the Committee.
<b>Staff Support</b>	The Registrar acts in an ex-officio role as a Committee resource and in a non-voting capacity. Other staff members provide support to the Committee.
<b>Communication with Council</b>	The Committee Chair will report to Council as needed, depending on the nature of the work undertaken by the Committee.
<b>Committee Records</b>	The Committee Chair will ensure that accurate minutes of all Committee meetings and proceedings are recorded, approved and maintained at the College office.
<b>Conflict of Interest</b>	All Committee members have a duty to carry out their responsibilities in a manner that serves and protects the interest of the public. As such, they must not engage in any activities or in decision-making concerning any matters where they have a direct or indirect personal or financial interest. All Committee members have a duty to uphold and further the intent of the <i>Psychotherapy Act, 2007</i> to regulate the profession of psychotherapy in Ontario, and not to represent the views of advocacy or special interest groups.
<b>Inquiries</b>	Inquiries relating to the work of the Committee should be forwarded to the Registrar or staff member providing support to the Committee.
<b>Public Communications</b>	Media inquiries regarding activities of the Committee, regulation of the profession, or operation of the Council or College shall be forwarded to the Registrar. The Registrar and President act as spokespersons on behalf of the College.
<b>Parliamentary Authority</b>	Schedule 2 of the By-laws outlines the Rules of Order of Council.