




Policy Title: VOLUNTARY ROSTER INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE TERMS OF REFERENCE		Policy Section: IV Governance Process	Policy Number: IV-20.15
Approved By:	Date Approved:	Last Revision Date:	Board Chair's Signature:
Board of Directors	Sept 23, 2024		
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BACKGROUND

The Voluntary Roster Inquiries, Complaints and Reports Committee's purpose, mandate, and authority are derived from the CMLTO By-Law, Board Policies, and the Voluntary Roster Inquiries, Complaints and Reports Committee Terms of Reference Policy.

PURPOSE

This policy has been created to outline the CMLTO The Voluntary Roster Inquiries, Complaints and Reports Committee Terms of Reference, including the purpose, responsibilities, authority, and structure of the Committee.

The Voluntary Roster Inquiries, Complaints and Reports Committee (the "Committee") is established as a Standing Committee pursuant to the CMLTO By-Law / Article 5 - Committees. Relevant Board Policy and/or section(s) of the CMLTO By-Law are referenced at the end of policy statements, as required.

POLICY

1.0 PURPOSE AND MANDATE OF THE VOLUNTARY ROSTER INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

The scope of the Voluntary Roster Inquiries, Complaints and Reports Committee is limited to reviewing, deliberating on, and advising the Registrar & CEO on their decision related to formal complaints, inquiries, and concerns regarding the conduct, behavior, or actions of the Voluntary Roster Affiliates.

2.0 DUTIES AND RESPONSIBILITIES

The Voluntary Roster Inquiries, Complaints and Reports Committee is responsible for investigating and addressing formal complaints, inquiries, and concerns regarding the conduct, behavior, or actions of Voluntary Roster Affiliates, consider investigation reports received from the Registrar & CEO, and determine the appropriate disposition in these matters.



Additionally, the Committee shall:

- Decide whether to refer a matter to an inquiry panel to inquire into a registered Medical Laboratory Technician's capacity.
- Decide whether to refer allegations to the Voluntary Roster Discipline Committee for a hearing if warranted.
- Document all decisions and the reasons for the decisions of the Committee and provide copies to relevant parties.
- Administer cautions.
- Reconsider cases referred to the Committee through the internal appeals process.

3.0 AUTHORITY

3.1. Reporting Relationships

The Voluntary Roster Inquiries, Complaints and Reports Committee reports to the Registrar & CEO.

4.0 COMPOSITION

4.1. Membership

4.1.1. Committee Membership

The Voluntary Roster Inquiries, Complaints and Reports Committee will convene as necessary.

The Members of the Voluntary Roster Inquiries, Complaints and Reports Committee shall be appointed by the Registrar & CEO and be composed of:

- At least one (2) Professional Members of the Inquiries, Complaints and Reports Committee, one of whom must be a Board Member,
- At least one (1) Public Member of the Inquiries, Complaints and Reports Committee,
- At least one (1) Registered Medical Laboratory Technician who is a Voluntary Roster Affiliate in good standing, preferably with familiarity and/or experience with the CMLTO processes.

The Chair of the Committee will be designated by the Registrar & CEO.

4.2. Term of Office

The term of office of the Voluntary Roster Inquiries, Complaints and Reports Committee will be limited to the duration of each meeting, specifically convened to address individual case(s).

4.3. Committee Chair

The Registrar & CEO, when appointing a Voluntary Roster Inquiries, Complaints and Reports Committee, shall designate one member as the Committee Chair.

5.0 MEETINGS

The Committee meetings are governed by the provisions of the CMLTO By-Law / Section - 5.8 Committee Meetings.

5.1. Frequency of Meetings

The Voluntary Roster Inquiries, Complaints and Reports Committee will convene on an as-needed basis, at the call of the Registrar & CEO, to investigate and resolve cases involving formal complaints, inquiries, or reports regarding the conduct of Voluntary Roster Affiliates.

5.2. Quorum

A majority of the members of the Committee, at least one (1) of whom is a Public Board Member, constitutes a quorum for any meeting of the Committee.

6.0 MONITORING AND REPORTING

The Voluntary Roster Inquiries, Complaints and Reports Committee reports its actions to the Registrar & CEO.

7.0 RESOURCES AND BUDGET

The Voluntary Roster Inquiries, Complaints and Reports Committee meets on an as-needed basis to discuss and address individual cases. Therefore, resource and budget allocations will be made as required.

8.0 ADMINISTRATIVE SUPPORT

Administrative support is provided to the Voluntary Roster Inquiries, Complaints and Reports Committee by:

- Registrar & CEO
- Senior Director, Regulatory Programs
- Coordinator, Professional Conduct
- Other advisors, as requested

9.0 REFERENCES



The Voluntary Roster Inquiries, Complaints and Reports Committee Terms of Reference are in line with the values outlined throughout the CMLTO By-Law and the Board Policies, and must be reviewed and implemented in conjunction with:

- CMLTO By-Law:
 - Article 5 – Committees
 - Article 6 – Code of Conduct
 - Article 7 – Conflict of Interest
 - Article 8 – Confidentiality
- CMLTO Board Policies
 - GP IV-20 Statutory and Board Committee Principles Policy
 - GP IV-22 Role of Committee Chair Policy
- Voluntary Roster Inquiries, Complaints and Reports Committee Policy Manual