

## **Complaints Committee Terms of Reference**

### **Mandate**

The mandate of the Complaints Committee is to investigate and consider complaints referred to it by the Registrar pursuant to the Act.

Authority: Act Section 12 and By-laws Section 13.1

### **Composition**

There shall be a Complaints Committee, appointed by Council, composed of not fewer than two members, and at least one person who is a public representative. Council shall name one member to be the chairperson. A vice-chairperson will be chosen by the committee.

No member of the Complaints Committee shall be a member of Council nor the Discipline Committee.

The committee may engage advisors or appoint additional members, having applicable experience or expertise. The committee must have sufficient members so that it can conduct its affairs in panels of a minimum of three (including the public representative) with consideration given to the nature of the complaint. For matters involving geoscientists, the panels must have at least two geoscientist members.

The chairperson and members on the committee will be appointed for a 3-year term with the potential of being reappointed twice for a maximum of nine years.

All committee members must be in good standing. Preference will be given to Regular (practicing) members; however, members may continue to sit on the committee for up to five years following retirement.

The Director of Professional Affairs/Registrar shall serve as secretary.

The APEGNB legal counsel will provide legal guidance and support.

### **Duties**

The duties of the Complaints Committee are to investigate and consider complaints. This may result in dismissal, resolution, or referral to the Discipline Committee. The committee shall give its decision, together with reasons, in writing to the Registrar who shall notify the complainant and respondent.

### **Confidentiality and Conflict of Interest**

All panel members shall be required to declare confidentiality and the absence of a known conflict of interest for each complaint.

### **Meeting Schedule**

The committee will meet as required. Typically, 3-5 times per year. Teleconferencing and other remote meeting technology will be used when possible.

**Reporting**

The chairperson will submit a summary of its activities for inclusion in the Association annual report.

**Expenses**

Members of the committee will be reimbursed meeting expenses as per *APEGNB Travel Policy F-1*.

Approved by Council February 11, 2021