**ITEM: Concern or complaint response policy for CHTA**

**REVIEWED BY: CHTA 2013-2014 Board of Directors**

**ACCEPTANCE DATE: August 11, 2014**

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**POLICY:**

**To ensure that written concerns or complaints are responded to by the Association in a process that is in keeping with its mandate.**

**PURPOSE:**

**The purpose of this policy is to outline a consistent concern or complaint response process.**

As a membership organization, **CHTA** mandate does not include receiving, tracking or addressing any complaints or concerns from employers, employees or the public. Should concerns or complaints be presented in writing to the organization, the President of **CHTA** will respond in writing, to the addressee. The response on behalf of **CHTA** will be in keeping with its mandate as a membership organization.

**PROCEDURE:**

* Written expression of concern or complaint is received. The concern or complaint must name the CHTA member, occur within the sphere of professional activities and give details about the behavior or actions and the dates involved. The CHTA has no jurisdiction over the personal lives of members and any concerns or complaints arising from that are outside the Association’s purview. The only exception to this is ‘duty to report’ incidents.
* President will notify the Board of Directors of correspondence.
* President responds in writing, within a one week period of receipt, to the individual or organization who initiated the concern and any others who were included in the original notification. This response will state that the matter has been brought before the Board for discussion.
* The Board will decide on whether or not the concern or complaint falls within the scope and mandate of CHTA. If it does not, the President will write to the complainant and inform them that it falls outside the Association’s purview. The CHTA member will not be informed of concerns or complaints that are outside the CHTA scope and mandate.
* If the Board decides that the incident or incidents **may** represent a Professional Misconduct or breech of Professional Ethics, we will inform the complainant in writing about complaints procedures with any profession covered by the *Regulated Health Professions Act* (RHPA), and suggest the complainant speak to the relevant Regulatory College if applicable.
* Like other professional associations, CHTA does not have the facilities or the legal power to process complaints against members or to make rulings on complaints. However we will inform the complainant about proper complaints procedure with any professional covered by the RHPA.
* If the complainant believes there is a threat to their personal or professional safety, CHTA will advise them to contact the police, but we are not able to substantiate the matter.
* If a concern or complaint is deemed valid by the Board, the President will write to the accused member, informing them of the name of the person who lodged the complaint, disclosing the details of the complaint and inform them that the board has explained basic RHPA complaints procedure to the complainant. We will attach the CHTA Complaint’s Policy and CHTA Code of Ethics. The email will re-iterate that we do not have the capacity to hold a hearing and make a judgement on the particular matter, but we wish to inform the member that a complaint has been lodged against them. We will ask to be informed about any rulings (professional or legal) which result from the complaint.
* If repeated complaints are made against a member that contravene the CHTA Code of Ethics, or the ethical guidelines of the RHPA, the Board reserves the right to refuse membership to that person in the interests of preserving the good standing of CHTA and preventing the potential increases to insurance costs that would adversely affect the membership in general.
* If a member seeks to re-apply for CHTA membership after they have been found guilty of Professional Misconduct by their Regulatory College or is on probation, CHTA reserves the right to refuse to re-instate them as members.

Concerns / Complaints re: **CHTA**

* + If the concerns expressed relate to a **Professional Member**, then the contact information for their **Regulatory College** will be provided to the complainant.
		- *Guidelines from* **CHTA**:
		- *All* **members** *have a professional responsibility to report legal and ethical issues regarding* **clients of practitioners***. This includes all categories of membership: Professional, Associate, Student and Elder categories. Failure to report in a timely manner may result in disciplinary action from* **the relevant Regulatory College.**

Concerns / Complaints re: non- **CHTA members**

* + If the concern is not related to a CHTA member, there is no further action available to **CHTA other than to provide information to the complainant on contacting the relevant Regulatory College.**.
* Copy of correspondence will be kept in President’s file for a five year period.
* After five year period, all correspondence will be deleted and or destroyed.

APPROVED: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

President Signature

APPROVED:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Vice President Signature

APPROVED:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Treasurer Signature