



# POLICY & PROCEDURE

Administrative  
Number: 8.37

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## **TOPIC: APPOINTMENT AND REMUNERATION OF INVESTIGATORS**

During the course of handling a complaint, it may be necessary for the Complaints Committee to appoint a person to investigate a complaint.

The Complaints Committee must make a motion to appoint an investigator and this motion must appear in the minutes of the committee meeting.

The person appointed to be an investigator should be someone (ideally a physiotherapist) who has had training or experience in investigating complaints. Approved training programs for investigators include the NCIT (National Certified Investigator/Inspector Training) - basic or advanced programs of the Council on Licensure Enforcement and Regulation (CLEAR). Under certain circumstances, it may be necessary to employ a professional investigator to handle an investigation.

Investigators are considered to be contract employees of the College and will be reimbursed for their time and incidental expenses. Reimbursement for time will be determined at a rate set by Council. As of July 2003, the set rate is \$35.00 per hour. Expenses will be remunerated according to the College's Expense Policy (8.26).

Investigators appointed by the Complaints Committee must carry liability insurance coverage for their investigative work.