



POLICY & PROCEDURE

Administrative
Number: 8.38

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TOPIC: COMPLAINTS COMMITTEE

TERMS OF REFERENCE

Committee Mandate:

The Complaints Committee is a standing committee of the College of Physiotherapists of Manitoba for the purpose of considering written complaints lodged against any member of the College.

Committee Composition:

- The Council of the College of Physiotherapists of Manitoba will select a Council member to act as chairperson.
- A secretary will be appointed by mutual consent of the members.
- At least 1/3 of the committee must be public representatives. These members will be appointed by the government.
- The Committee will consist of no fewer than 2 College members plus a chairperson.

Term of Office:

- Appointments are made for 3 years to a maximum of 2 consecutive terms.
- Public members are appointed for a 2 year term.

Meetings:

- Are called by the Chairperson
- Minutes of each meeting will be circulated to each committee member and the Registrar/Executive Director within two (2) weeks of the committee meeting
- A notice of the next meeting and agenda will be circulated to all committee members at least one week prior to the meeting.
- Minutes, agenda and notices of meeting are to be prepared and sent from the CPM office.

Reporting and Authority:

- All information discussed at committee meetings is considered confidential. The Council is responsible for the release of any information.
- The services of the Council investigator can be requested to obtain additional information that can assist in the committee's review of a complaint. This information can be chart information, clinic /facility standards of practice, and interviews of both the complainant and the physiotherapist.
 - The investigator's reports are to be sent to both the chair of the Complaints Committee as well as the Executive Director of CPM.
- The Chairperson shall report to the Council at scheduled monthly Council meetings to provide an update on file reviews and any other committee activities.

- Council will periodically delegate tasks to the committee that are consistent with the committee's mandate. These tasks may arise from the annual strategic plan or from issues that arise periodically.

LEGISLATIVE REFERENCE:

The Physiotherapists Act, Part 5