



GP 17: Complaints Committee – Terms of Reference

Policy Type: Council Governance		Policy No: GP 17	
Effective Date: June 24, 2024	Last Approval/Revision Date:		Policy Review Frequency: Every Five Years

Purpose

The Complaints Committee is delegated authority in Section 30 of *The Pharmaceutical Act* (the Act) to investigate and make decisions on complaint matters related to the conduct of CPhM registrants, owners, students, and interns.

Composition

The Complaints Committee shall be composed of a minimum of five (5) members as follows:

- Three (3) full registered pharmacists
- Two (2) public representatives

Complaints Committee members are appointed by Council. Those appointed cannot be members of CPhM Council.

Chair

The Chair and Vice Chair of the Complaints Committee are appointed by Council. The Chair must be a full registered pharmacist.

Term of Service

A term of service shall be two (2) years.

An individual appointed by Council may serve three (3) consecutive two-year terms of service.

Quorum

Quorum for the Committee, or a panel of the Committee as selected by the Chair, is at least three (3) persons, at least one of whom must be a public representative.

Duties and Responsibilities

The Complaints Committee:

1. Reviews complaints and any other matter that the Registrar/CEO considers appropriate.
2. Resolves complaints informally if the committee considers appropriate.
3. Orders investigation of any complaint or other matter referred to the committee if the committee considers it appropriate.
4. Receives and reviews reports of any investigations undertaken at the direction of the committee.
5. Makes decisions on an original complaint or other matter in accordance with section 34(1) of the Act. Complaints Committee decisions are issued independently from oversight or input of Council.

Processes and decisions of the Complaints Committee are embedded in the Act and are consistent with administrative law processes.

Authority

The Complaints Committee authorities are as outlined in Part 6 of the Act. The Committee is independent from any oversight or input of Council.

To assist Council with decision-making, the Complaints Committee provides a summary of aggregate data on a bi-annual basis.

Meeting Schedule

The Complaints Committee will hold meetings as necessary and at the request of the Chair.

Staff Support

- Assistant Registrar, Review and Resolution