

COMPLAINTS DIRECTOR

Role:

Receive, review and initiate any action to be taken on any complaint of unprofessional conduct of a regulated member of the College; ensure a fair and transparent process conducted under the process outlined in the Act.

Term:

2 year term elected on odd years.

Responsibilities:

- Attend all meetings of the Council.
- Chair the Complaints Committee.
- Receive any written complaint of unprofessional conduct submitted to the College.
- Initiate investigations of all allegations of unprofessional conduct, either directly or by appointing an investigator.
- Initiate procedures for Alternative Complaints Resolution Process.
- Request the Hearings Director to initiate a Hearing Tribunal in the event of unsuccessful ACR.
- Prepare an annual report summarizing the number of complaints received and their outcome.
- Commence an appeal of a decision of a hearing tribunal.
- Corresponding with members concerning complaints.
- Provide submissions for the College newsletter regarding complaints.
- Write 1 annual article for the College's annual report.
- Provide written council member report summarizing activity updates 1 week prior to council meetings.
- Mentorship of new Director for 6 months after tenure.

Skills Sought:

Individuals nominated for this role should possess the following skills and qualifications.

- All elected members of the Council must possess current RPFT designation in good standing.
- Ability to coordinate, manage and be a part of a committee.
- Ability to interpret and follow legislative writing.
- Ability to keep complete and accurate records.
- Interest and knowledge of the profession.
- Integrity and ethical responsibility.
- Interview skills an asset.

Skills Developed:

Individuals fulfilling this role can expect to develop numerous skills and qualifications including, but not limited to:

- Interviewing and investigative skills.

- Legislative knowledge, volunteer management and professional involvement.
- Board experience and expanded professional network.

Annual Time Commitments:

- Council Meetings 10.0 days
- Annual General Meeting 2.0 days
- Committee Meetings 4.0 days
- Subject to the number of Complaints Review and Hearing Tribunals will be the number of days committed