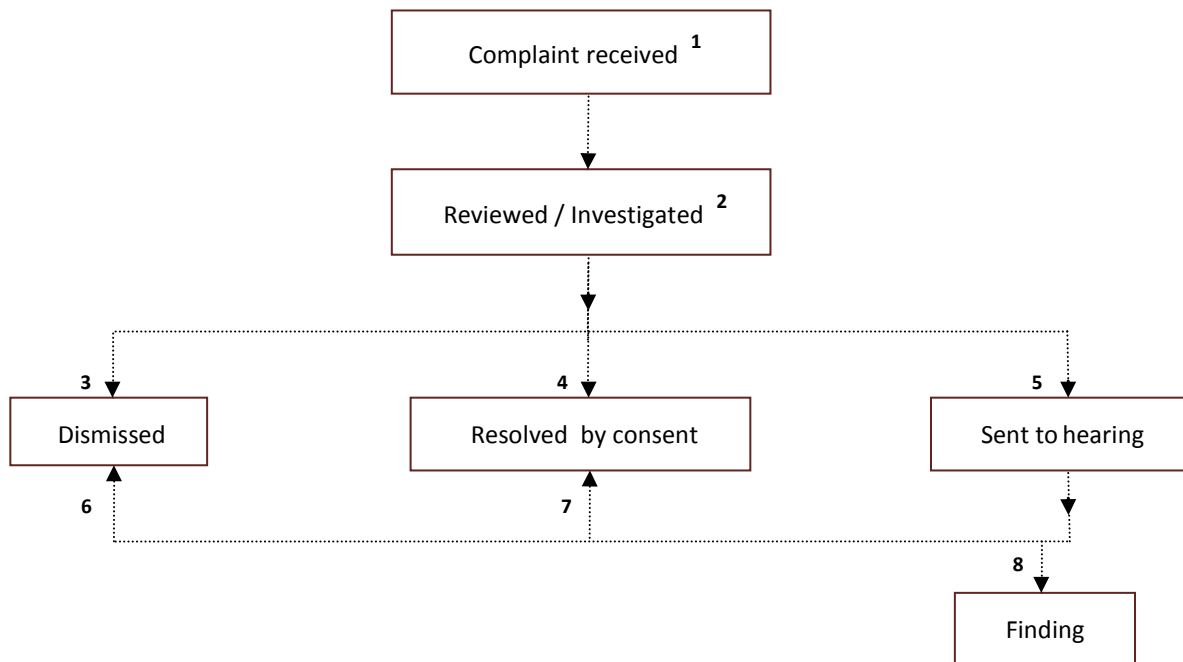


COMPLAINT PROCESS AT A GLANCE



1 Complaint received - by registrar - in writing*

2 Complaint reviewed / investigated

- a By registrar - allegation of a matter that is not 'serious' - ie would normally earn at most a fine or reprimand
- b By Investigation Committee (IC) - allegation of a serious matter that could lead to cancellation, suspension or conditions/limits on practice

3 Complaint dismissed

- a By registrar (subject to approval of IC) - re matters described in 2a; if does not allege a competence or conduct wrong, or matter is trivial, frivolous, vexatious, or made in bad faith
- b By IC - re matters described in 2b; if not provable or, matter is trivial, frivolous, vexatious, or made in bad faith

4 Complaint resolved by consent - by 'reprimand or remedial action by consent'

- a By registrar (subject to approval of IC) - re matters described in 2a
- b By IC - re matters described in 2b

5 Complaint sent to hearing - citation issued by order of IC, if IC does not dismiss @ 3b or resolve by consent @ 4b

6 Dismissed by Discipline Committee (DC) - DC finds matter not proven

7 Consent Resolution - by IC - by 'consent order' - after citation issued - any time up until end of hearing

8 Findings by Discipline Committee - DC finds some or all allegations are proven; DC determines appropriate sanctions

* Individuals with a disability will be accommodated; the College may interview a complainant and reduce their verbal or sign communication to writing

NOTE

THIS IS A VERY SIMPLIFIED DEPICTION. MANY DETAILS ARE NOT SHOWN, INCLUDING POSSIBLE REQUIREMENTS IN CONSENT RESOLUTIONS, INTERIM MEASURES TO PROTECT PUBLIC, INTERIM POSSIBLE REVIEW BOARD INVOLVEMENT, COST CONSEQUENCES OF CONSENT ORDERS, VARIOUS POSSIBLE CONSEQUENCES OF A FINDING AT HEARING & APPEAL ROUTES FOLLOWING INVESTIGATION OR HEARING OUTCOMES