

## **MANDATE**

In keeping with the Province of Manitoba's Regulated Health Professions Act, Council must appoint a Complaints Resolution Committee which is responsible for overseeing the investigation of all complaints, in accordance with the established process and, when the committee considers it appropriate, attempting to resolve complaints informally.

## **SPECIFIC ACTIVITIES**

The complaints Resolution Committee will thoroughly research and review all complaints received by the Opticians of Manitoba either from a member of the public or from another Ophthalmic Dispenser, utilizing a process designed to ensure that the review is fair to both the patient and the Optician and that problems are appropriately identified and addressed.

## **REPORTING RELATIONSHIP**

The Committee reports directly to the Council of the Opticians of Manitoba

## **MEMBERSHIP**

The Complaints Resolution Committee consists of:

- A member of the Opticians of Manitoba Association who is appointed as chair
- One or more other members of the Association
- One or more public representatives, who must make up at least 1/3 of the committee's membership

## **MEETINGS**

Meetings are held at the call of the chair.

## **PANELS**

The Complaints Resolution Committee may sit in panels of three or more committee members.

## **PUBLIC REPRESENTATIVES**

At least 1/3 of the members of a panel must be public representatives.

## **SELECTION OF PANEL MEMBERS**

When a complaint is referred to the Complaints Resolution Committee, the chair may select a panel from among the members of the committee to deal with it, and appoint a member of the panel as the panel's chair.

## **QUORUM**

A quorum for a panel is three members, one of whom must be a public representative.

## **DECISION OF PANEL**

A decision or action of a panel is a decision or action of the Complaints Resolution Committee.

**EVALUATION**

The Complaints Resolution Committee shall establish a process for regular review and evaluation of its operations, and 7/8/2010 provide feedback to the Opticians of Manitoba Council on overall Complaints Resolution operations.

**REVIEW TERMS OF REFERENCE**

These terms of reference shall be reviewed annually by the Complaints Resolution Committee and the Council. Any proposed revisions must be approved by Council before being finalized and incorporated.