

## **Complaints Committee**

### **1. Membership**

#### **1.1. Appointment:**

- The ADEA Vice President is the Chair of the Complaints Committee (Committee).
- In event of the Vice President being unable to carry out his/her duty, the ADEA Board of Directors (Board) will source an alternative Chair from within the Committee.
- The Board appoints all members of the Committee.
- Membership of the Committee is an honorary position.

#### **1.2. Confidentiality and Conflict of Interest:**

- All Committee members must treat any information gained through their position as confidential e.g. information about plaintiffs, cases heard, Committee deliberations and recommendations to the Board.

#### **1.3. Terms of office:**

- Appointment is for no longer than two (2) years.
- Members who are unable to complete their two (2) year term must notify the Board through the Chair in writing to allow the ADEA Board to appoint an alternative member for the remainder of the two (2) year term.
- Members, whose time expires in the course of considering a complaint, will remain a committee member until final adjudication of the complaint.

#### **1.4. Members:**

- Five (5) of the members of the Committee are ADEA members.
- Two (2) are non-members appointed by the Board.
- The composition of the Complaints Committee (Committee) is mandated by the ADEA By-law 5.1.2.

### **2. Goals:**

- 2.1. (Primary)** – The aim of the Committee is to maintain the credibility of ADEA and ADEA Diabetes Educators and protect the recognition of the Credentialed Diabetes Educators as the appropriately qualified health care professionals to be providing diabetes education (By-law 5 Background).

**2.2. (Secondary) –** The objectives of the Committee are to:

- Administer the ADEA complaints process and procedure in accordance with the ADEA *By-law 5 Complaints and Disciplinary Action*.
- Ensure complaints are addressed in a timely manner and that all parties have an opportunity to be fairly heard and represented as required.

### **3. Deliverables**

- Undertake the ADEA complaints process and procedure as per By-law 5.
- Make provisions to investigate complaints and manage appeals.
- Report findings and recommend any potential disciplinary actions to the Board.
- Undertake tasks as directed by the Board.

### **4. Scope / Jurisdiction**

#### **4.1. Timelines:**

- The plaintiff is notified of receipt from the Chair of the complaint within seven (7) days.
- The Chair must determine within 14 days if the complaint consists of a serious issue to consider and notify the plaintiff of the proposed action.
- A plaintiff has 21 days to respond to a complaint.
- Where a hearing is scheduled, the plaintiff is given a minimum of 21 days notice.
- A plaintiff has 21 days to appeal any disciplinary actions decided by the Board.

#### **4.2. Meetings schedule and type:**

- Meetings are by teleconference, videoconference or face-to-face.
- A sub-committee is established to investigate complaints (By-law 5 clause 3.1 (c)).
- An appeals panel is established by the ADEA President to manage appeal of Board decisions (By-law 5 9.2, 9.3 and 9.4).

#### **4.3. Authority:**

- The Board decides on dismissals of complaints or disciplinary action following review of recommendations from the committee, sub-committee.

#### **4.4. Internal and external communication:**

- Internal communication:
  - All communication from the committee to the Board, including recommendations and findings, is through the Chair of the committee.
  - The Chair of the committee communicates decisions of the Board to the committee.
  - The Committee circulates all draft documents to the Board for review and endorsements prior to any dissemination for consultation by the general membership.
- **External communication:**
  - The Committee is not required to manage external communication.

#### **4.5. Reporting back to ADEA:**

- The Chair of the committee reports on committee activities to the Board.
- The Chair reports the current Committee membership to the Board.

### **5. Guidance from the Board**

#### **5.1. Direction and suggestions from the Board:**

- The Board may from time to time direct the Committee to undertake special tasks or projects.

#### **5.2. Communication from Board:**

- The Board communicates via the committee Chair.

### **6. Resources and budget**

#### **6.1. Material and equipment:**

- The Board may allocate material and equipment required for the Committee to carry out their role.

#### **6.2. Funding and/or budget:**

- The Board approves sufficient funding to cover costs for any face-to-face meetings and/or teleconferences required for the Committee to carry out their role.

### **7. Governance**

#### **7.1. Decision making:**

- All members of the committee and any of its established sub-committees have the same rights to speak and vote on any matter.
- A quorum is 50% plus one (1).

#### **7.2. Agenda and Minutes:**

- The Chair of the committee forwards minutes of all committee meetings to the ADEA National Office (NO) and the committee members within two (2) weeks.

## **8. Related policies and procedure**

### **8.1. ADEA governance documents:**

- By-laws.
- Constitution.

### **8.2. ADEA standards and guidelines:**

- Code of Conduct.
- Standards of practice document.

## **Acknowledgement**

### **Document History:**

Complaints Committee Terms of Reference 2005

Last Reviewed October 2014