

COMPLAINT PROCESS (not normally public)

STEP 1

CASLPM Receives a Written Complaint

CASLPM investigates all complaints related to the conduct or competence of audiologists and speech-language pathologists in Manitoba (“registrant”).

A complaint may be made about a former registrant within five years of their registration or certificate of practice being cancelled, suspended, or not renewed.

Complaints that are trivial, frivolous, vexatious, or made in bad faith, or do not give rise to concerns about a registrant’s competence or fitness to practice are dismissed.

STEP 2

Preliminary Evaluation by the Registrar

Certain types of complaints may be resolved by the Registrar. The Registrar may dismiss the complaint or facilitate communication between the complainant and the registrant to resolve the issue informally.

The Registrar may refer a complaint to the Complaints Investigation Committee for review.

STEP 3

Complaints Investigation Committee (CIC) Review

If the complaint is not dismissed or resolved through informal resolution by the Registrar, the CIC selects a panel of its members to review the complaint. The CIC Panel will decide on the next steps, if any, including appointing an investigator to investigate the complaint.

Notice of the complaint and a copy of the complaint letter are forwarded to the registrant for their written response.

The Complaints Investigation Committee consists of audiologists, speech-language pathologists, and public representatives in consultation with legal counsel.

STEP 4

Complaints Investigation Committee (CIC) Investigation

The Investigator gathers all relevant information and prepares a report indicating the findings for the CIC Panel. The CIC Panel provides the registrant with an opportunity to respond to the investigation report.

Extraordinary Action –
During an investigation or before an inquiry hearing, the CIC may direct the Registrar to suspend or place conditions on the investigated member’s registration or certificate of practice. This action will take place if the allegations are serious, and it is necessary to protect the public from exposure to serious risk.

STEP 5

Complaints Investigation Committee (CIC) Decision

Once the (CIC) Panel reviews the investigation report and the registrant’s response it will decide to do one or more of the following:

- Take no further action;
- Refer the complaint to mediation between the two parties;
- Censure the investigated member;
- Accept the voluntary surrender of the investigated member’s registration or certificate of practice;
- Accept an undertaking from the investigated member;
- Refer the complaint to the Inquiry Committee for a disciplinary hearing.

The registrant and the complainant are notified of the Complaints Investigation Committee Panel’s decision, with reasons, in writing.

DISCIPLINE PROCESS (normally public)

STEP 6

Inquiry Committee (IC) Conducts a Discipline Hearing

The CIC Panel may refer the complaint to the IC. The IC will select a panel that is responsible for holding hearings and making disciplinary decisions about the conduct of investigated members. Notice will be given if a hearing will be public.

Inquiry Committee panels consist of audiologists, speech-language pathologists, and public representatives in consultation with legal counsel.

STEP 7

Inquiry Committee (IC) Decision

At the conclusion of a hearing, the IC Panel may make findings and will decide to do one or more of the following:

- Take no further action;
- Reprimand the investigated member;
- Suspend or restrict the investigated member’s registration or certificate of practice;
- Impose terms, limits, conditions, or undertakings of the investigated member;
- Impose fines or fees;
- Cancel the investigated member’s registration or certificate of practice.

Any findings and decisions of the IC will be made available to the public.

Appeal Process
The complainant and the investigated member can appeal certain decisions of the Complaints Investigation Committee and the Inquiry Committee.