

## Complaint Review Committee Terms of Reference

### Status

Although the Complaint Review Committee is a standing committee of the Board of Directors, it is convened only when required.

### Membership

The Complaint Review Committee shall have two (2) co-Chairs, one of whom shall be a RAIC Past President or past Board member and the other co-Chair shall be a member at large nominated by the Committee. There shall be an additional three (3) members at large for a total of five (5) members.

Committee members will be individual or life members in good standing of RAIC who do not currently sit on a RAIC committee.

### Terms

The committee members shall serve three-year terms. The terms shall be staggered when possible.

### Purpose

The Complaint Review Committee is responsible to conduct a fair and objective review of complaints regarding members of RAIC. The objective is to determine if there is a reasonable basis for the complaint and to attempt to resolve the dispute between the complainant and the member in a manner acceptable to both parties, failing which the matter will be referred to the Appeal Committee. The Committee also makes recommendations regarding principles, practices and procedures to the Board of Directors regarding the investigation and resolution of complaints.

### Work of the Complaint Review Committee

- Receive and investigate complaints concerning any member of RAIC
- Decide if the complaint is valid and impose one or more of the following penalties if it is valid:
  - terminate membership of the member who is the subject of the complaint
  - suspend the membership of the member who is the subject of the complaint
  - impose restrictions and conditions on the membership of the member who is the subject of the complaint
  - reprimand the member who is the subject of the complaint and record the reprimand in the register of the Institute
- In the event of a decision that the complaint is not valid:
  - Delete the particulars of the complaint from the record, and/or
  - Instruct that an apology be made to the member who is the subject of the complaint by RAIC

Approved by the RAIC Board of Directors on February 21, 2020

## Complaints Process

- Review regularly the principles, practices and procedures to be followed in investigating complaints and make recommendations to the Board of Directors regarding changes to *B-1 Complaint Review Procedure*.
- Evaluate the work of the Committee on an annual basis for continuous improvement.

## Reporting

The Complaint Review Committee reports bi-annually to the Board of Directors with respect to its activities. Reports protect the identity of the complainant and the member who is the subject of the complaint.

Approved by the RAIC Board of Directors on February 21, 2020