



## Summary of CRDHA Complaints Director Duties and Key Responsibilities

The Complaints Director must adhere to the processes for professional conduct complaints as stipulated in Part 4 of the *Health Professions Act* (HPA). Here is a brief summary of the major duties of the position.

- Receive complaints about unprofessional conduct of a regulated member
- Determine what actions to take, such as:
  - Dismiss
  - Resolve informally
  - Resolve through alternative complaint resolution process
  - Investigate complaint or appoint investigator
  - Determine whether to order an incapacity assessment
  - Request an expert to assess and report on the complaint
  - Refer to Hearings Director for hearing
- Maintain records, securely and separate from other College records
- Prepare various reports
- Update complainant and investigated registrant as required
- Apply to the Courts for orders as required
- Present evidence and make submissions at hearing tribunals
- Appeal to Council, or the Court, a decision of the hearing tribunal as deemed appropriate

In the course of performing the above duties, the Complaints Director is also responsible for:

- Responding to inquiries from the public, registrants, employers and others to provide information on the complaints processes under the HPA
- Working closely with CRDHA legal counsel in drafting correspondence and documentation related to the professional conduct complaint processes
- Managing and tracking complaints data to supply information for the member database, operational monitoring reports, the CRDHA Annual Report, and other government requested reports
- Managing the secure retention of all print and electronic records regarding complaints, including but not limited to all correspondence, investigation reports, expert reports, legal opinions, and evidence
- Monitoring and follow-up on compliance terms, such as for:
  - terms and conditions of informal resolution agreements,
  - orders of a hearing tribunal
  - directions regarding incapacity
- Ensuring the complaints director manual, policies, guidelines, or procedures for dealing with complaints are up-to-date and consistent with the HPA
- Providing leadership to and supervising investigators

- Contributing to the ongoing development and implementation of the CRDHA's strategic plan in areas involving professional conduct and practice, including monitoring emerging professional conduct issues and trends in Alberta and other jurisdictions
- Preparing communication items regarding resolution of complaints, for publication by the CRDHA, in accordance with an agreement and/or the bylaws
- Reviewing, maintaining, and revising CRDHA communication materials about the complaints process, as necessary, to ensure currency, accuracy, and appropriate comprehension levels for the public and regulated members
- Engaging in educational training relevant to the professional conduct process as required

For further reading and information, please refer to the [HPA](#). Section 4 is specific to the complaints processes.