

# G-23 Intake Process for Concerns/ Complaints Policy

Section	Date Issued	Revision Date(s)	Date of Last Review
Governance	March 2021		

## 1. POLICY STATEMENT

The Intake Process for Concerns/Complaints Policy will provide guidance to the Manitoba Association of Registered Respiratory Therapists (MARRT) members and members of the public when submitting concerns/complaints.

## 2. DEFINITIONS

None

## 3. POLICY

Any individual may register a concern / complaint about a member's conduct including:

- patients,
- family members,
- employers,
- other health care professionals,
- or other Registered Respiratory Therapists.

The Registrar if they believe that a member's conduct is such that a finding could be made related to:

- professional misconduct,
- contravention of MARRT legislation,
- an offence which the member has been found guilty of related to their suitability to practice the profession,
- lack of knowledge, skill, or judgement displayed in practice,
- incapacity or unfitness to practice,
- or, conduct unbecoming, warrants investigation even without receipt of a complaint.

To record a concern / complaint email the Registrar: [registrar@marrt.org](mailto:registrar@marrt.org) to initiate the process.

The Registrar will contact you within 7 days for purposes of discussion and if required, instructions on how to complete the “Professional Conduct Reporting Form”.

The concern / complaint must be made in writing if at all possible. If this cannot be done the concern / complaint can be taken verbally, recorded, and transcribed onto the required form.

Upon receipt of the completed form the Registrar will send a copy of the complaint to the investigated member within 7 days.

The investigated member will have 21 days to respond in writing to the Registrar, regarding the allegations.

Upon receipt of the response the Registrar will notify the Complainants Committee of the received complaint and the committee will meet within 30 days to review and determine if an informal resolution to the matter should be attempted, including:

- Encouraging the complainant and the investigated member to communicate to resolve the complaint.
- Dismissing a vexatious or trivial complaint or decide that there is insufficient evidence based on the following:
  - professional misconduct,
  - contravention of MARRT legislation,
  - an offence which the member has been found guilty of related to their suitability to practice the profession,
  - lack of knowledge, skill, or judgement displayed in practice,
  - incapacity or unfitness to practice,
  - or, conduct unbecoming.

The complaint will be forwarded directly to the Investigation Chairperson if the complainant does not accept the informal resolution or if the Complaints Committee has been advised that:

- The member has been convicted of an indictable offense; or
- Is guilty of professional misconduct or conduct unbecoming a member; or
- Has demonstrated incapacity or unfitness to practice.

#### **4. DEFINITIONS**

None