

Committee Name:	Complaint Review Committee	Type:	Regulatory Standing Committee
Chairperson:	Appointed by Council	Vice-Chair:	Appointed by Council
Responsible to:	Council	AAA Administration Support:	Executive Director / Legal Counsel

Composition: The Council must appoint a Chair to the Complaint Review Committee and may designate one or more members as Vice-Chairs. The Committee shall consist of not fewer than three registered architects and one licensed interior designer appointed by Council.

Term of Office: Committee panel members serve a three (3) year term, with a renewal of one-third (1/3) of the Committee annually. Members may be appointed to serve additional terms.

Criteria

- Must meet on a regular basis and at the call of the Chair or Vice Chair
- All members including the Chair are appointed by Council
- May create ad-hoc, subcommittees / task forces from time to time
- The Committee will provide advice to the AAA that will help the organization move forward on our mandate.

SPECIFIC AREAS OF RESPONSIBILITY

Mandate: The Complaint Review Committee's responsibilities are set out in the Architects Act; Part 5- Practice Review and Discipline – Sections 36-37 and in the Architects Act General Regulation – Part 4 – Complaints – Sections 49-55. (Appendix A – attached)

Deliverables:

- The Complaint Review Committee is to investigate complaints against any AAA member in accordance to the requirements in the Architects Act;
- Upon receipt of a written complaint of unskilled practice and/or unprofessional conduct against a member, the investigation of the allegation(s) may take place by the Complaint Review Committee of appointed member volunteers. Investigations may also be authorized into projects or matters believed to be of major consequence to the general welfare of the public.
- If an investigation is believed to be necessary, an investigative panel will be struck from the members of the Complaint Review Committee;
- The panel will perform a preliminary investigation into the allegation(s), and interview both the complainant and the member the focus of the complaint, request and review pertinent documentation, and then prepare a report with recommendations for acceptance by the Complaint Review Committee;
- Investigative methods are employed that protect and recognize the rights of the member under investigation as well as the complainant. All information obtained while in the investigative process remains confidential.
- When the investigation results determine that a Formal Hearing is required, the Panel will prosecute the matter before the Complaint Review Committee.

Meetings, Timeframes, and Deadlines: Members are required to meet on an as-needed basis. Meetings can be virtual, on the phone, or in person. Members will receive five (5) self-directed learning hours for every serving year.

Review Date: Annual Review – June

APPENDIX A

The Architects Act – Revised Statutes of Alberta 2000-Chapter A-44 Current as of November 1, 2010

Part 5 Practice Review and Discipline

Complaint Review Committee

36 There is hereby established a committee called the Complaint Review Committee consisting of not fewer than 3 registered architects and one licensed interior designer appointed by the Council in accordance with the regulations to exercise the powers and perform the duties set out in this Part.

Power to hear complaints

37 The Committee shall, on referral to it of a complaint or conduct under section 33, investigate and hold a hearing into the complaint or conduct.

Architects Act General Regulation Alberta Regulation 200/2009 With amendments up to and including Alberta Regulation 219/2010

Part 4 Complaints

Complaint Review Committee

Chair, vice-chair

49 The Council must designate a member of the Complaint Review Committee as chair and may designate one or more members as vice-chairs.

Quorum and proceedings

50 (1) Subject to subsection (2), a quorum of the Complaint Review Committee is 3 of its members.

(2) When the Complaint Review Committee is holding a hearing in respect of a complaint made concerning a licensed interior designer, a visiting project interior designer or an interior design corporation, a quorum is 3 members of the Complaint Review Committee, one of whom must be a licensed interior designer.

Registrar's duties

51 On receipt of a written complaint the Registrar shall, or on receipt of an anonymous complaint or other information, the Registrar may

(a) notify the complainant, if known, in writing that

(i) if the complaint is capable of being the subject of mediation that it will be referred to a mediator if both parties so agree in accordance with section 31(3) of the Act, or

(ii) the complaint has been referred to the chair or a under section 32(1) of the Act, and send the complainant a copy of the relevant sections of the Act and this Regulation that pertain to complaints and complaint review proceedings, and

(b) notify in writing the authorized entity that the complaint has been made and the action that will be taken if both parties agree under clause (a)(i) or that the matter has been referred to the chair or a vice-chair of the Complaint Review Committee.

Complaint made to chair or vice-chair

52 If a complaint is made or comes to the attention of the chair or vice-chair of the Complaint Review Committee under section 32(1)(a) of the Act and the complaint is in writing, the chair or vice-chair must notify the authorized entity concerned that a complaint has been made and that it will be reviewed.

Preliminary investigation report

53 If a person other than the chair of the Complaint Review Committee conducts a preliminary investigation, that person must forthwith, on concluding the investigation, report in writing to the chair of the Complaint Review Committee.

Committee loses member

54 If, after the Complaint Review Committee has started to investigate or hear any matter under section 37 of the Act, a member of the Committee resigns or is unable to act for any reason, the remaining members may continue to act or may, with the consent of the investigated person, request the Council to appoint a person to act in place of that other member.

Notice of suspension or cancellation

55 (1) If the Complaint Review Committee suspends or cancels the registration of an authorized entity, the Council must publish a notice of the suspension or cancellation in any manner it considers appropriate.

(2) A notice published under subsection (1) must include

- (a) the name of the authorized entity, and
- (b) the period of suspension, if applicable.