Leading Practices in Complaint Handling

Topics

1. Planning
2. Management
3. ADR
• Expectations?
• Requirements?
• Realities?

1. PLANNING

• Be aware of requirements
  - Volochay v. College of Massage Therapists of Ontario 2012 ONCA 541
1. PLANNING

- Determine what is required
  - *Gore v. College of Physicians and Surgeons of Ontario* 2009 ONCA 546

1. PLANNING

- Determine what is possible

2. MANAGEMENT
2. MANAGEMENT

- Organization

2. MANAGEMENT

- Deadlines
  - Regulated Health Professions Act, 1991 (RHPA)
  - Architects Act

2. MANAGEMENT

- Sazant v. College of Physicians and Surgeons of Ontario 2012 ONCA 727
3. ALTERNATE DISPUTE RESOLUTION

- Statutory?
  - RHPA
  - Statutory Powers Procedure Act

- Philosophy?
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