



# Complaint Review Management Policy

## 1. Introduction

The College of Acupuncturists of Alberta (College) is responsible for regulating the acupuncturists profession under the *Health Professions Act* (Act). Part of this role includes reviewing complaints that have been dismissed by the Complaints Director to ensure a fair and transparent process.

## 2. Purpose

The purpose of this policy is to establish a clear framework for how the College manages reviews of complaints that have been dismissed by the Complaints Director under section 68 of the Act.

## 3. Definitions

**Complainant:** means the person, organization, or group who makes a complaint.

**Complaint:** means a formal written and signed expression of dissatisfaction about the conduct or practice of a regulated member, or former regulated member where less than two years has elapsed since they became a former member.

**Complaints Review Committee:** means a complaint review committee established under Part 1 of the Act.

**Complaints Director:** means the person appointed by the Council and responsible for the management of complaints under the Act.

**Hearings Director:** means the person appointed by the Council and responsible for the management of hearings under the Act.

**Investigated member:** means a current or former regulated member against whom a complaint has been made.

**Regulated member:** means an individual registered on the general, provisional, or courtesy register with the College of Acupuncturists of Alberta.



## 4. Policy

- 4.1 A **complainant** may request a review of a dismissal decision by submitting a written request to the **Hearings Director** within thirty (30) days of receiving notice of the **Complaints Director's** decision.
- 4.1.1 Requests received after the deadline will not be accepted unless otherwise required by legislation.
- 4.2 Upon receipt of a valid request for review, the Hearings Director will appoint a **Complaints Review Committee** (CRC) in accordance with the Act. The committee will consist of four (4) members, including:
- Two (2) regulated members
  - Two (2) public members
- 4.3 The role of the Complaints Review Committee is to review the Complaints Director's decision to determine whether the decision was appropriate based on the information available at the time it was made. The committee:
- Reviews the written decision of the Complaints Director
  - Considers the evidence that was before the Complaints Director
  - Applies the appropriate standard of review where required
  - Conducts the review in a fair and impartial manner
- 4.4 The Complaints Review Committee does not conduct a new investigation and generally does not consider new evidence that was not available to the Complaints Director at the time of the dismissal decision.
- 4.5 The Complaints Review Committee has discretion under the Act to determine the format of the review. In making this determination, the CRC may consider relevant factors as outlined in the Complaint Review Procedure.
- 4.6 Under section 68(5) of the Act, the Complaints Review Committee must make one of the following decisions:
- Refer the matter to the Hearings Director for a hearing;
  - Direct the Complaints Director to conduct, or appoint an investigator to conduct, further investigation and prepare a report; or
  - Confirm the dismissal of the **complaint** if the committee determines that the complaint is trivial or vexatious, or that there is insufficient or no evidence of unprofessional conduct.



- 4.7 The Complaints Review Committee must provide its decision in writing and include clear reasons for its determination.
- 4.8 Once a decision has been finalized, the Hearings Director will provide the written decision to the complainant, the **investigated member**, and the Complaints Director.
- 4.9 All records relating to a complaint review will be maintained in accordance with the College’s record retention requirements.

## 5. Authority

This policy is established under the authority of G.1.2 Delegation to the CEO/Registrar Policy, which delegates authority to the Chief Executive Officer to establish operational policies and procedures necessary for the administration of the College.

## 6. Scope

This policy applies to the complainant, **regulated members**, and former regulated members of the College.

## 7. Related Policies and Procedures

- R.1.4 Complaints Management Policy
- R.1.4.1 Complaints Management Procedure
- R.1.5 Hearings Management Policy
- R.1.5.1 Hearings Management Procedure
- R.1.6.1 Complaint Review Management Procedure

## 8. Version History

Date	Notes
April 24, 2026	New Policy

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### VERSION 1

**Effective Date:** May 1, 2026

**Approved Date:** April 24, 2026