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Ontario
College of
Teachers
Complaint
Resolution
Program

The Ontario College of Teachers has developed a Complaint Resolution Program to resolve complaints in the public interest.

About the College

The Ontario College of Teachers licenses and governs members of the teaching profession in the public interest. The College is responsible for establishing entry-to-teaching requirements, developing and maintaining ethical and practice standards, and accrediting teacher education programs. The College is also mandated to receive and investigate complaints against its members and to conduct hearings relating to professional misconduct, incompetence and incapacity.

The Complaint Resolution Program

The College has developed a Complaint Resolution Program to promote the resolution of suitable complaints (see also *Steps to Take If You Have a Concern About a Member* and *Steps to Take If a Complaint is Filed Against You*).

Complaint resolution may be introduced at any stage of the complaint process.

What is suitable for complaint resolution?

The College assesses each complaint to determine whether it is suitable for Complaint Resolution (CR). A complaint is considered suitable if it appears the matter could be resolved, in the public interest, without a full investigation and/or contested hearing.

Who is involved in complaint resolution?

When the College identifies a suitable case for CR, the member is asked to consider participating in the program. If the member does not wish to participate, the complaint proceeds through the investigation and/or hearing process.

Suspending complaint resolution

CR is a voluntary process and the member may choose to withdraw from the process at any time. The College representative may also stop the process if it is proceeding in a manner that is inconsistent with the public interest.

When complaint resolution is attempted, the investigation or hearing process is suspended. If an agreement cannot be reached, the investigation or hearing process resumes and the College deals with the complaint as though complaint resolution had not occurred.

Reaching an agreement

When matters are resolved through CR, the member signs a Memorandum of Agreement (MOA) with the College outlining the terms to which they have agreed.

Once a committee of the College ratifies the MOA, its terms become final and binding. A committee may request changes to the MOA to ensure that the public interest is protected. Should this occur, the parties are contacted to determine whether they are in agreement with the proposed changes. If either party rejects the proposed changes, the complaint proceeds as if complaint resolution had not taken place.

What information is kept confidential?

Discussions and materials shared during the complaint resolution process are kept confidential. Participation in the CR process occurs without prejudice to the member. Information shared during the CR process in order to resolve disputes will be kept confidential and will not be used at a later stage in the consideration of the complaint.

In the event that complaint resolution does not resolve the complaint, or if the MOA is not ratified by a College committee, neither the College representative nor any member of the panel of persons that rejected the MOA will take part in the subsequent consideration of the complaint.

The College has developed a
Complaint Resolution Program
to promote the resolution of
suitable complaints at all stages
of the complaint process.



Ontario
College of
Teachers

Ordre des
enseignantes et
des enseignants
de l'Ontario

Cette publication est également disponible en français sous le titre de
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