



INVESTIGATION COMMITTEE POLICY

Complaint History

Initial Approval: February 27, 2019
Effective Date: February 27, 2019
Revised with Changes:

CONTEXT

Pursuant to subsection 90(3) of *The Regulated Health Professions Act* (“RHPA”), the Registrar has the authority to treat any information about a member which the registrar believes may constitute conduct about which a finding could be made under subsection 124(2) of the RHPA as a complaint and may refer the information to the Investigation Committee pursuant to subsection 91(2) of the RHPA.

Pursuant to subsection 98(2) of RHPA, an investigator may investigate any other matter related to the conduct or skill of the investigated member that arises in the course of an investigation.

Past complaint information about a member may be relevant to the matter being investigated or contain additional information related to the conduct or skill of the investigated member.

POLICY

Pattern of Practice

1. Upon receipt of a new matter, the investigator must review the investigated member’s prior complaint history to determine whether it raises the question of a pattern of practice.
2. If the investigator is of the view that a pattern may exist, the investigator must:
 - a. identify the prior complaints which raise that concern; and
 - i. in the case an investigation where there is no complainant involved, expand the investigation to include the concern that a pattern exists; or
 - ii. in the case of investigation where there is a complainant involved, request that the Registrar consider a referral of a new matter for the purpose of investigating a potential pattern of practice.
3. Whether as part of an expanded investigation or the investigation of a new matter, the investigated member must be provided with particulars of the prior complaints which are relevant and provided with an opportunity to respond to the concern that a pattern of practice exists.

Other Relevant Information

4. Regardless of whether a pattern exists, the investigator must identify any significant information about the investigated member's past complaint history which may be relevant to its disposition of an investigation in the investigator's report such that the member will have an opportunity to comment on the information.