



Ontario
College of
Teachers

Ordre des enseignantes
et des enseignants
de l'Ontario

Complaint Resolution Program



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The Ontario College of Teachers administers a Complaint Resolution Program, in accordance with the *Ontario College of Teachers Act, 1996* to resolve complaints in the public interest.

About the College

The Ontario College of Teachers, Ontario's teaching regulator, licenses and governs members of the teaching profession in the public interest. The College is mandated to receive and investigate complaints against its members and to deal with discipline and fitness to practise issues.

The Complaint Resolution Program

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

Suitable matters may enter the CR program at any time before the Investigation Committee disposes of the matter.

What is suitable for complaint resolution?

The College assesses each complaint to determine whether it is suitable for CR. A complaint is considered suitable if it appears the matter could be resolved, in the public interest, without a full investigation.

A matter involving an allegation of sexual abuse of a student, sexual misconduct, prescribed sexual act, a prohibited act involving child pornography or fitness to practise is not suitable for CR.

Who is involved in complaint resolution?

When the College identifies a suitable case for CR, the member is invited to participate in the program. If the member or the College does not wish to participate, the complaint proceeds through the investigation process.

Suspending complaint resolution

CR is a voluntary process and the member may choose to withdraw from the process at any time before a panel of the Investigation Committee disposes of the matter. The College may also stop the process if it is proceeding in a manner that is inconsistent with the public interest.

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

Reaching an agreement

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

Once the Investigation Committee of the College adopts the MOA, its terms become final and binding. The Committee may request changes to the MOA to ensure that the public interest is protected. Should this occur, the College and the member are contacted to determine whether they are in agreement with the proposed changes.

If either the College or the member rejects the proposed changes, or the Committee rejects the proposed resolution, the complaint proceeds as if CR had not taken place.

Any discussions, materials and information shared during the CR process in order to resolve complaints will be kept confidential and will not be used at a later stage in the consideration of the same complaint.

In the event that the College or the member do not resolve the complaint through CR, neither the College representative involved in the resolution of the matter nor any member of the panel that rejected the MOA will take part in the subsequent consideration of the complaint.

If the MOA is adopted by the Investigation Committee, a written Decision outlining that outcome is forwarded to the complainant, the member and the member's employer in accordance with requirements under the Act.



**Ontario
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Ontario's Teaching Regulator

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