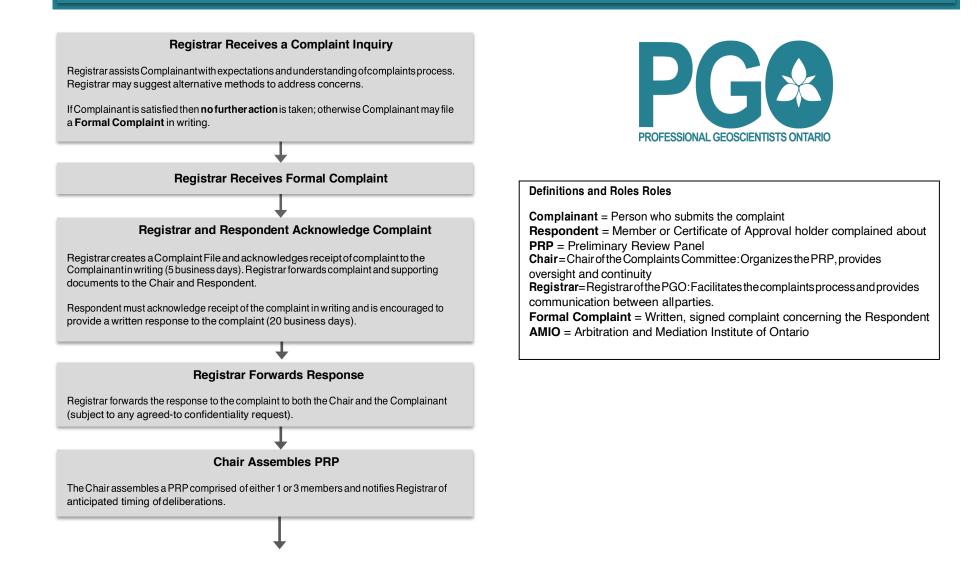
## **Complaints Process Schematic**

This schematic is for general information purposes only and is intended to illustrate the overall Complaints Process. The reader is directed to The Professional Geoscientists Act, 2000; Regulation 258/02 and the bylaws of the Association for further details.



	The F	PRP directs the Regis	trar using one or mo	re of these options:	
Request Further Information	Direct an Investigation	Take Other Appropriate Action	Recommend Mediation	Send to Discipline Committee	Dismiss Complaint
PRP may request information from a Respondent, Complainant or other party. Complainant has 30 days to respond. A member may be required to provide information in person.	The PRP may direct Registrar to appoint an investigator to obtain include interviews, written statements and documents from any party.	For situations that do not require referral to the Discipline Committee the PRP may, for example: •provide explanation of a policy or by-law •request an apology •issue a letter of advice in the case of a minor breach	A Mediator may be engaged from the AMIO to facilitate a 30-day mediation process, subject to extension. Mediator's Report, including any signed agreement, issenttoPRP If PRP accepts the Report it issues an order giving effect to any agreement.	Final Report of the PRP directs Registrar to refer the matter to the Discipline Committee. Chair of Discipline Committee organizes Hearing.	Final report of the PRP directs Registrar to prepare Notice of Intent to Dismiss the complaint and sends itto all parties including explanation of Appeal process. Appeal Complainant has 30 days to file appeal. If unchallenged, Registrar makes Final Order to Dismiss.
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<b>PRP Prepares and Delivers Final Report to Chair</b> (within 10 business days after completion of deliberation)			<b>In case of an Appeal</b> The Chair assembles a new PRP with at least 3 new members (within 10 business days). Thisnew PRP may use any of the options (above) to direct the Registrar.		
Chair Delivers Report to the Registrar (within 3 business days)					
Registrar informs	Complainant and Respond Decision (within 3 business days)	dent of Findings and			