

Complaints Committee

Terms of Reference

Purpose

The primary function of the Complaints Committee (the “Committee”) is to review investigation files referred to it by Council staff and make decisions or recommendations on their disposition.

Statutory Authority

The Committee is a Council Committee established pursuant to section 82(1) of the *Real Estate Services Act*.

Committee Composition and Meetings

i. Committee Composition

For each meeting of the Committee, its membership consists of a Chair and at least two other members. The majority of the Committee must be current members of the Council. Non-Council members of the Committee will be appointed from Council approved rosters of lawyers and licensees.

The members of the Committee and its Chair are appointed by the Chair or Vice-Chair of Council or by Council staff with delegated authority.

ii. Staff support

The Committee is supported by the Manager, Compliance and Legal Counsel, Compliance. The Council’s Compliance Assistant provides administrative support to the Committee, including minute taking.

iii. Meetings

The Committee meets as required, depending on the number of files to be considered. The Agenda of files to be reviewed at each Committee meeting is prepared by the Manager, Compliance.

Quorum for any meeting of the Committee is a majority of the members appointed to the Committee for that meeting. Members may attend in person and/or by electronic means. Council members must be the majority of Committee members attending the meeting and making the decision on any particular investigation file.

Roles and responsibilities

The Committee:

1. Shall review all investigation files referred to it and make decisions or recommendations on their disposition in accordance with the Complaints Committee Guidelines;
2. May provide advice or recommendations to Council on any issue or area of concern identified by the Committee; and
3. Shall research and report on any topics referred by Council to the Committee for its consideration.

Accountability

At the request of the Council, the Committee may also prepare an annual report to Council outlining the Committee's activities for the year.

Approved by: Council

Last updated: November 2018