



Terms of Reference – Complaints Committee

As per section 27 of *The Pharmacy and Pharmacy Disciplines Act*:

Complaints committee

27(1) *The complaints committee is established consisting of:*

- (a) at least three persons appointed by the council, the majority of whom are to be licensed pharmacists, if a complaint is against a licensed pharmacist or a proprietor;*
 - (b) at least three persons appointed by the council, the majority of whom are to be licensed pharmacy technicians, if a complaint is against a licensed pharmacy technician; or*
 - (c) at least three persons appointed by the council, the majority of whom are to be a combination of licensed pharmacists and licensed pharmacy technicians, if a complaint is against:
 - (i) a licensed pharmacist or a proprietor; and*
 - (ii) a licensed pharmacy technician.**
- (2) No member of the discipline committee and no elected member of the council is eligible to be a member of the complaints committee.*

Appointment of new Complaints Committee members:

The Complaints Committee's Chair and the Human Resources and Governance Committee will be responsible to review potential candidates and recommend to Council those candidates who complement the Committee's current set of skills and experience.

The terms of reference for the Complaints Committee have been adapted by Council as follows:

Members will be appointed for a three-year term with the possibility of two renewals for a total of nine years.

Council approved an addition to the Complaints Committee Terms of Reference to articulate specific organizations and positions that pose an actual and/or perceived conflict of interest. As such, members who hold positions listed below are ineligible for consideration to the Complaints Committee:

- PAS Board of Director members
- PTSSK or CAPT Board of Director members

- CPHA/CSHP Board of Director members
- Regional Directors/Director of Operations for Pharmacy Chains
- SCPP Committees: Fitness to Practice Committee, Competency Assurance Committee, Professional Practice Committee

Members will be eligible for consideration to the Complaints Committee after a three-year washout period from any of the above committees/positions/organizations.

Questions?

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