

**EXCERPT FROM BY-LAW #1**  
(Current as of August 6, 2015)

**24. FORM OF COMPLAINTS**

24.01 For the purposes of Section 24(3)(a) of the Act, a complaint shall:

- a) be either:
  - i. in writing and in the form attached as Schedule 2 to this By-law; or
  - ii. recorded on a tape, film, disk, or other medium that is capable of being reduced to writing;
- b) contain the information required in the form attached as Schedule 2 to this By-law, including, without limiting the generality of the foregoing:
  - i. the name of the complainant;
  - ii. telephone number and address at which the complainant can be contacted by the College; and
  - iii. the name of the member who is the subject of the complaint, or, if the complainant does not know the name of the member, sufficient particulars so that, by reasonable inquiry, the College can determine the name of the member, and
- c) contain a statement regarding the conduct or actions of the member of the College with sufficient details to identify the complainant's concerns, including,
  - i. a description of the conduct or actions of the member of the College giving rise to the complaint, with sufficient particulars to enable the event or events giving rise to the complaint to be identified; and
  - ii. the date(s), time(s), and place(s) of the event or events giving rise to the complaint, if known.

24.02 A complaint may contain other information which is relevant to the subject matter of the complaint or which may assist in the investigation of the complaint, including a list of the names, telephone numbers and addresses of any witnesses to the conduct or actions of the member of the College who is the subject of the complaint.

24.03 If a complaint concerns the conduct or actions of more than one member of the College, a separate complaint shall be filed in connection with the conduct or actions of each member of the College unless, in the discretion of the College, the filing of a single complaint is appropriate in the circumstances.