

Terms of Reference for the ACLS Complaints Committee

Conferred by	<p>*<u>The Canada Lands Surveyors Act</u>: an Act respecting the Canada Lands Surveyors, and the associated regulations to this act, sets forth the terms under which the Complaints Committee of the Association of Canada Lands Surveyors (ACLS) will be formed and operate. In <u>The Canada Lands Surveyors Act</u> under “Council Committees – Establishment – Section 19 (1) (c)”, it is mandatory that a Complaints Committee shall be formed by the ACLS.</p> <p>*<u>Canada Lands Surveyors Regulations</u>: specifically sets out the makeup and quorum of the Complaints Committee.</p> <p><u>Bylaws</u>: the ACLS bylaws are currently silent with regard to the Complaints Committee.</p> <p><i>* see attached excerpts</i></p>
Committee Members	<p>The Complaints Committee shall be composed of</p> <ul style="list-style-type: none"> (a) at least one elected member of the Council; (b) one member of the Council appointed to the Council by the Minister; <p>and (c) at least three members of the Association.</p> <p>No person who is a member of the Discipline Committee shall be a member of the Complaints Committee.</p> <p>The Council shall appoint one member of the Complaints Committee to be the chairperson.</p>
Role	<p>The Complaints Committee shall consider all complaints in writing that are received by the Association regarding the conduct or actions of any member of the Association, Canada Lands Surveyor or permit holder. (<u>The Canada Lands Surveyors Act</u>, section 24)</p>
Input and Output <i>Key Guidelines</i>	<p><u>Input: (in writing)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Complaints are received by the Registrar <input type="checkbox"/> The Registrar forwards the complaint to the complaints committee <p><u>Output: (in writing)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> Recommendations and reports are forwarded to council for action
Approach	<p>The committee is to make every effort to facilitate a fair solution to both complainant and CLS.</p>
Attachments	<p>Attached to this terms of references is the current status and Issues list, excerpts from <u>The Canada Lands Surveyors Act</u>, an act respecting Canada lands Surveyors and excerpts from the associated regulations.</p>

Current Status and Issues of the ACLS Complaints Committee

Members(3-Dec-99)

G.C. Friesen, Chair, Councillor and chair appointment by Council
P. Ringwood, Councillor appointed by Council
Lay Councillor required ASAP
Mike Tulloch, one of three members of the Association
Grant Smith, one of three members of the Association
Greg Boggs, one of three members of the Association

It is intended that an appointed member of Council chair the committee.

Schedule / Plans

The key upcoming milestones are:

- Distribute revised Terms of Reference and minutes of first meeting
- Prepare report for AGM and submit
- The basis of the action plan is to more thoroughly review the flowchart, with an intention to clarify or elaborate, as necessary
- Consider confidentiality issues and structure of meetings which are considering complaints

Budget

Less than \$500 for teleconferences. Other costs may be incurred if complaints are received and require action.

2/16/00