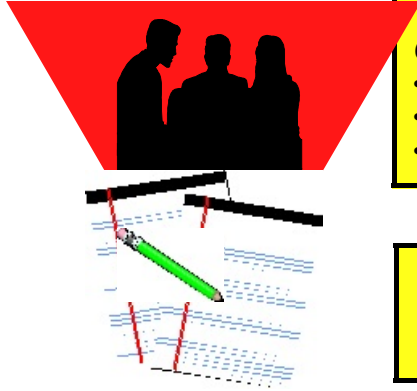


Ontario College of Teachers Complaint Process



Written Complaint to College

Complainant gives:

- his / her name, address and phone number
- name of member
- nature of allegation



**College Notifies Member
By telephone and by registered mail**



Member Responds to Complaint

- Contact provincial ETFO office - Professional Relations Services
- **DO NOT** contact the person who filed the complaint.
- **DO NOT** make a statement regarding the complaint.
- Federation support will be given in responding to the complaint.



College Investigates the Complaint

- An investigator is assigned to gather information, contact people involved, and write a report for the Investigation Committee.



Investigation Committee Considers Information Collected During Investigation

Investigation Committee takes one of the following actions:

1. **Dismisses** the complaint;
2. Requires the member to appear to be cautioned and admonished;
3. Takes other action which committee views to be appropriate to circumstances. For example: alternative dispute resolution;
4. Refers the matter to the **Discipline Committee** for a hearing if professional misconduct or incompetence is suggested; and
5. Refers the matter to the **Fitness to Practise Committee** for a hearing if concerns are health-related issues impacting on the member's ability to teach.

The College will send you and the complainant a copy of the Investigation Committee's written decision by mail.

