

# College of Naturopaths of Ontario Council Review 2022

All - Inquiries, Complaints and Reports  
Committee

June 2022

**Confidential**



# Inquiries, Complaints and Reports Committee Self/Peer Review

## Average Rating by Competencies

Competency		Previous	Change
1. Self/Peer Review		9.06	0.21

## Competencies

### Inquiries, Complaints and Reports Committee Self/Peer Review

1. Participates with a good balance of listening and talking.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings	0	1	0	0	0	0	0	3	16	27	15		
Overall Average	<b>8.77</b>											8.52	0.25

2. Is always prepared for Inquiries, Complaints and Reports Committee meetings.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings	0	1	0	0	0	0	0	2	3	22	33		
Overall Average	<b>9.31</b>											9.33	-0.02

3. Willingly and constructively engages in difficult conversations when necessary.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings	0	1	0	0	0	0	0	1	5	28	27		
Overall Average	<b>9.21</b>											9.15	0.06

4. Actively participates in all Inquiries, Complaints and Reports Committee discussions.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings	1	0	0	0	0	0	2	4	5	26	24		
Overall Average	<b>8.95</b>											8.78	0.17

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5. Is independent and objective.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	2	14	45		
Overall Average						<b>9.7</b>						9.18	0.52

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6. Takes an active role in policy reviews when necessary.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	1	9	25		
Overall Average						<b>9.69</b>						8.98	0.71

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7. Is focused on delivering on the Inquiries, Complaints and Reports Committee's mandate.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	3	24	34		
Overall Average						<b>9.51</b>						9.34	0.17

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8. Doesn't hesitate to comment, criticize constructively, or disagree.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	3	5	30	23		
Overall Average						<b>9.2</b>						9.19	0.01

## Highest and Lowest Rated Questions

### Highest Rated Questions (High to Low)


Question	Competency	Overall
5. Is independent and objective.	Self/Peer Review	9.7
6. Takes an active role in policy reviews when necessary.	Self/Peer Review	9.69
7. Is focused on delivering on the Inquiries, Complaints and Reports Committee's mandate.	Self/Peer Review	9.51
2. Is always prepared for Inquiries, Complaints and Reports Committee meetings.	Self/Peer Review	9.31
3. Willingly and constructively engages in difficult conversations when necessary.	Self/Peer Review	9.21

### Lowest Rated Questions (Low to High)

Question	Competency	Overall
1. Participates with a good balance of listening and talking.	Self/Peer Review	8.77
4. Actively participates in all Inquiries, Complaints and Reports Committee discussions.	Self/Peer Review	8.95
8. Doesn't hesitate to comment, criticize constructively, or disagree.	Self/Peer Review	9.2

# Inquiries, Complaints and Reports Committee Effectiveness

## Average Rating by Competencies

Competency		Previous	Change
1. Committee Effectiveness	 A horizontal bar chart with a blue segment representing the current rating of 8.86 and a grey segment representing the remaining portion. The number 8.86 is displayed inside the blue segment.	9.18	(0.33)



## Competencies

### Inquiries, Complaints and Reports Committee Effectiveness

1. The Inquiries, Complaints and Reports Committee effectively discharges its responsibilities as set out in the committee terms of reference.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings	0	0	0	0	0	0	0	0	1	3	2		
Overall Average	<b>9.17</b>											9.5	-0.33

2. The composition of the Inquiries, Complaints and Reports Committee provides for strong governance.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings	0	0	0	0	0	0	0	0	0	4	2		
Overall Average	<b>9.33</b>											9.25	0.08

3. All members of the Inquiries, Complaints and Reports Committee actively participate and contribute to meetings.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings	0	0	0	0	0	0	0	0	4	1	1		
Overall Average	<b>8.5</b>											8.88	-0.38

4. Sufficient time allowed to enable the Inquiries, Complaints and Reports Committee to undertake fulsome discussions.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings	0	0	0	0	0	0	0	0	1	2	3		
Overall Average	<b>9.33</b>											9.5	-0.17

5. All members are prepared for Inquiries, Complaints and Reports Committee meetings.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	2	2	2		
Overall Average						9						8.63	0.37

6. All members attend Inquiries, Complaints and Reports Committee meetings. (As set out in by-laws)

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	2	3	1		
Overall Average						8.83						8.88	-0.05

7. The ICRC appropriately exercises its authority and fulfills its duties and responsibilities authorized under the Regulated Health Professions Act, 1991.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	1	5		
Overall Average						9.83						9.75	0.08

8. The ICRC bi-annually reviews relevant regulations made under the Naturopathy Act, 2007.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		1	0	0	0	1	0	0	0	0	2		
Overall Average						6.5						8.67	-2.17

9. Annually review all program policies and related procedures and appropriately report outcome to Council.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		1	0	0	0	1	0	0	0	2	1		
Overall Average						<b>6.8</b>						8.83	-2.03

10. The committee fully understands the College's complaints and reports process to appropriately advise or make recommendations relative to its policies and procedures.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	1	3	2		
Overall Average						<b>9.17</b>						9.38	-0.21

11. The committee has the requisite knowledge to fully consider applications that fall outside the normal application process (i.e. referred by Registrar etc.).

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	1	3	2		
Overall Average						<b>9.17</b>						9.5	-0.33

12. The committee actively and appropriately considers all of its available prior decisions involving the member, including decisions made when that committee was known as the Complaints Committee, and all available prior decisions involving the member of the Discipline Committee, the Fitness to Practise Committee and the Executive Committee when investigating a complaint.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	3	3		
Overall Average						<b>9.5</b>						9.25	0.25

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Please provide any additional feedback about the Inquiries, Complaints and Reports Committee that you would like to share.

- The very high level of support and organization of College staff is so very (very) much appreciated. It really helps us to function cohesively as a group. Jeremy and Natalia specifically provide very helpful context for complex matters. They're also very effective at relaying information from legal counsel to the Committee, which is critical for decision making of complex and high risk files. Also - Glenda Clark. As a decision writer, she's so thorough, and really captures a consistently professional tone in the decisions that she writes. The Committee would struggle to maintain the same volume and timelines without her valuable assistance.

## Highest and Lowest Rated Questions

### Highest Rated Questions (High to Low)

Question	Competency	Overall
7. The ICRC appropriately exercises its authority and fulfills its duties and responsibilities authorized under the Regulated Health Professions Act, 1991.	Committee Effectiveness	9.83
12. The committee actively and appropriately considers all of its available prior decisions involving the member, including decisions made when that committee was known as the Complaints Committee, and all available prior decisions involving the member of the Discipline Committee, the Fitness to Practise Committee and the Executive Committee when investigating a complaint.	Committee Effectiveness	9.5
4. Sufficient time allowed to enable the Inquiries, Complaints and Reports Committee to undertake fulsome discussions.	Committee Effectiveness	9.33
2. The composition of the Inquiries, Complaints and Reports Committee provides for strong governance.	Committee Effectiveness	9.33
1. The Inquiries, Complaints and Reports Committee effectively discharges its responsibilities as set out in the committee terms of reference.	Committee Effectiveness	9.17
10. The committee fully understands the College's complaints and reports process to appropriately advise or make recommendations relative to its policies and procedures.	Committee Effectiveness	9.17
11. The committee has the requisite knowledge to fully consider applications that fall outside the normal application process (i.e. referred by Registrar etc.).	Committee Effectiveness	9.17

### Lowest Rated Questions (Low to High)

Question	Competency	Overall
8. The ICRC bi-annually reviews relevant regulations made under the Naturopathy Act, 2007.	Committee Effectiveness	6.5
9. Annually review all program policies and related procedures and appropriately report outcome to Council.	Committee Effectiveness	6.8
3. All members of the Inquiries, Complaints and Reports Committee actively participate and contribute to meetings.	Committee Effectiveness	8.5
6. All members attend Inquiries, Complaints and Reports Committee meetings. (As set out in by-laws)	Committee Effectiveness	8.83
5. All members are prepared for Inquiries, Complaints and Reports Committee meetings.	Committee Effectiveness	9