



加拿大中醫藥針灸學會

**THE CHINESE MEDICINE AND ACUPUNCTURE ASSOCIATION OF CANADA
L'ASSOCIATION DE MEDECINE CHINOISE ET D'ACUPUNCTURE DU CANADA**

CMAAC Complaint Committee Terms of Reference

Overview: Investigates all complaints lodged by the public or members of CMAAC. The committee notifies the practitioner(s) in question that a complaint has been filed against them and allows them to respond. The Complaints Committee collects all pertinent documentation and carefully reviews all the documents and makes a decision as to how the complaint should be resolved. Establish a code of Ethics and a code of Professionalism. Promotes and ensures that the Codes are adhered to by all members.

- ◆ The Chinese Medicine and Acupuncture Association of Canada (CMAAC) encompass an active Working Committee which embodies a subset group of persons who form the Complaint Committee.
- ◆ The General Director, located in Head Office, will direct the complaints over to the Complaint Committee which then will be investigated. All complaints are directed to be put in writing in order to initiate a formal investigation.
- ◆ Both sides of the complaint will be investigated meticulously to ensure the validity and accuracy of all claims.
- ◆ The CMAAC Complaint Committee determines a suitable course of action.
- ◆ Both the complainant and the person(s) affected by the claims will be notified of the complaint and such appropriate consequences.
- ◆ Should a complaint be incriminating the complaint may be turned over to appropriate law enforcement organizations immediately. All parties aware of such a complaint is responsible for reporting such complaints.
- ◆ All claims of either a legitimate and illegitimate nature will have a formal written record kept on file at CMAAC Head Office to ensure all claims are documented and investigated properly.

154 Wellington St, London, Ontario N6B 2K8

Tel: (519) 642-1970 Fax: (519) 642-2932 Email: cmaac@execulink.com Website: www.cmaac.ca



加拿大中醫藥針灸學會

**THE CHINESE MEDICINE AND ACUPUNCTURE ASSOCIATION OF CANADA
L'ASSOCIATION DE MEDECINE CHINOISE ET D'ACUPUNCTURE DU CANADA**

154 Wellington St, London, Ontario N6B 2K8
Tel: (519) 642-1970 Fax: (519) 642-2932 Email: cmaac@execulink.com Website: www.cmaac.ca