

The Inquiries, Complaints, and Reports Committee (ICRC) uses a risk-based approach in parallel with right touch regulation when reviewing cases and investigations to ensure decisions are consistent and appropriate.

The Risk Assessment Framework is designed to help measure the level of risk to patient safety and to make a decision that fits the risk.

ICRC considers the following factors when making a decision:

- The nature of the complaint:
  - professional conduct & behaviour, dispensing/fitting, communication, sexual abuse, etc.
  - Non-compliance with a previous ICRC order and/or undertaking
- Level of risk to the patient and/or patient's health
- Level of risk to the public
- Were the Standards of Practice maintained?
- Nature of the optician's conduct (i.e., degree of risk exposure; whether the conduct was reckless/deliberate/intentional)
- Whether the optician demonstrated gaps in knowledge, skill, or judgement
- The optician's prior history with the college (i.e., pattern of conduct or behaviour)
- Willingness of the optician to improve or learn from the experience

Based on these criteria, the ICRC categorizes the complaint by level of risk and makes a decision that is appropriate for that risk level:

