

INQUIRIES, COMPLAINTS AND REPORTS COMMITTEE

Report to Council – October 2017

Committee Members:

Omar Farouk, Public Member, Committee Chair

Bryan Todd RO, Vice Chair

John Battaglia RO

Ingrid Koenig RO

Neda Mohammadzadeh RO

Dorina Reiz RO

Ed Viveiros RO

Gordon White, Public Member

Joseph Richards, Public Member

Eve Hoch, Public Member

Panel Information and Composition:

The Inquiries, Complaints and Reports Committee (ICRC) reviews concerns made to the College regarding its members. This includes formal complaints, Registrar investigations arising from information that is brought to the attention of the College or referrals from the Quality Assurance Committee. Every complaint and report is thoroughly and objectively investigated. The Committee considers concerns relating to a member's conduct, competency and capacity to determine if a referral to the Discipline Committee is needed, or if other recommendations are more suitable. The ICRC also investigates and, where appropriate, refers matters to the Executive Committee to commence prosecution in matters involving unauthorized practice.

The Committee's business is conducted by 2 panels:

Panel 1	Panel 2
Omar Farouk	Bryan Todd
John Battaglia	Ingrid Koenig
Ed Viveiros	Neda Mohammadzadeh
Joseph Richards	Gordon White
Dorina Reiz	Eve Hoch

In order to work efficiently, and taking into consideration convenience and cost-effectiveness, the panels attempt to alternate in-person meetings and conference calls whenever possible. The panels also conduct some of their work via email.

Number of Meetings:

The Committee met as a group on July 11, 2017. Both Panel 1 and Panel 2 held their meetings in conjunction with the group meeting. A special panel 5 was convened on July 11th and 17th of 2017. There have been six teleconference meetings held in August and September and Special Panel 4 met in person on September 19th and 26th, 2017.

Report:

The ICRC strives to be transparent, consistent and objective in its decisions. A Risk Assessment Framework is used to guide panels of the ICR Committee in the decision making process when determining outcomes of complaints and reports.

There are currently six open complaints and two registrar reports that require further investigation. There are also 10 Registrar Reports referred by the Quality Assurance Committee for members who failed to satisfactorily complete the College's Quality Assurance Program. The College has 10 SCERPs and six oral cautions to monitor. The matters in this report involve concerns pertaining to unprofessional behaviour, unsatisfactory eyeglasses dispensed, insurance fraud, sexual abuse and professional misconduct. There are currently 3 open unauthorized practice files. One of these files includes a chain of 20 optical stores that are currently under investigation.

A full statistical report is attached.

Submitted by:

Omar Farouk Public Member, Committee Chair
Deidre Brooks, Manager, Professional Conduct

ICRC Statistical Report – Complaints

From May 19, 2017 to September 26, 2017

Complaint Statistics	# of Files
Complaint Inquiries:	22*
Inquiries that became a formal complaint * (There may be others due to anonymous inquiries)	3
Inquiries outside jurisdiction	5
Inquiries requesting practice advice	6
Inquiries pending further information	-
Formal Complaints opened	6
Cases brought forward from 2016	2
Registrar Reports	2
Registrar Reports (QAC Referrals) (2 files brought forward from 2016)	12
Closed Complaints and Registrar's Reports: (files may include multiple outcomes)	6
Determined frivolous & vexatious	-
Closed with no further action	6
Closed with written advice	2
Closed with an oral caution	6
Closed with a specified continuing education and remediation program (SCERP)	10
Referred to discipline	2
Prosecutorial Viability Assessments	4
Current HPARB Appeals:	3
HPARB – decision pending	3

Nature of Current Complaints and Registrar's Reports:	
Unprofessional behaviour/ unsatisfactory eyeglasses dispensed	2
Sexual Abuse	2
Insurance Fraud	2
Professional Misconduct	1
Unprofessional behaviour	1
Failure to satisfactorily complete the College's Quality Assurance Program	10

* Includes all initial inquiries made to the College via phone, e-mail, fax, letter, etc.

ICRC Statistical Report - Unauthorized Practice

From November 26 2016 to May 18, 2017

Unauthorized Practice Statistics	# of Files
Unauthorized Practice Inquiries	3
Inquiry – resulted in an investigation	-
Inquiry pending – further information needed	-
Inquiry not unauthorized practice	-
Outside College's jurisdiction	1
Inquiry sent to Registrar	
Open Files	3
Investigation	3
Ready for Panel	-
Recently Closed Files	
Gone for legal proceedings – in progress	-
Compliance package received – members verified	-
Outside College's jurisdiction	-

* Includes all initial inquiries made to the College via phone, e-mail, fax, letter, etc.