

How a Complaint is Resolved

The steps outlined below are for general information only. Exceptions may apply. The Health Professions Act and the College's Bylaws govern the College's inquiry and discipline process.

INQUIRY PROCESS

STEP 1 CMTBC Receives a Written Complaint	STEP 2 Inquiry Committee Review	STEP 3 Investigation	STEP 4 Inquiry Committee Decision	
CMTBC investigates complaints related to the conduct or competence of registered massage therapists (RMTs).	The Registrar sends complaints to the Inquiry Committee for Investigation, unless the complaint is resolved by the Registrar and the disposition is approved by the Inquiry Committee.	The Inquiry Committee assigns an inspector to investigate the complaint.	The Inquiry Committee reviews the investigation report and the RMT's response and makes its decision.	
All complaints must be made in writing to the Registrar.	The Inquiry Committee consists of RMTs and public representatives.	The inspector gathers all relevant information and prepares a report summarizing the findings for the Inquiry Committee.	The Inquiry Committee has the following options for proceeding with a complaint:	
Certain types of complaints, such as business disputes, may be resolved by the Registrar. The Registrar may dismiss the complaint or offer the RMT a consensual resolution. Resolution of a complaint by the Registrar is subject to the approval of the Inquiry Committee.	The Inquiry Committee reviews the complaint and notifies the RMT of the complaint.	The Inquiry Committee provides the RMT with an opportunity to respond to the investigation report.	<ul style="list-style-type: none"> Dismiss the complaint, Resolve the matter between complainant and RMT, Reach an undertaking or consent agreement, or Direct that a citation for a discipline hearing be issued against the RMT. 	
		<p>Extraordinary Action During an investigation or before a discipline hearing, the Inquiry Committee may impose limits or conditions on an RMT's practice of massage therapy or suspend the RMT. The Inquiry Committee only takes such actions if the allegations are serious and it considers them necessary to protect the public.</p>	The RMT and the complainant are notified of the disposition in writing.	

DISCIPLINE PROCESS

STEP 5 Inquiry Committee Directs the Registrar to Issue a Citation	STEP 6 Discipline Hearing
Citations are typically issued for very serious matters in which efforts by CMTBC to obtain a consensual resolution have not succeeded.	Discipline hearings are formal adjudicative processes before Discipline Committee panels that must follow established rules of law.
A citation is a formal document that sets out the allegations against the RMT and provides notice that there will be a public hearing before the Discipline Committee.	Discipline Committee panels consist of RMTs and public representatives.
After a citation is issued, the RMT may still make a proposal to the Inquiry Committee to resolve the citation.	The RMT is entitled to appear with legal counsel at a hearing of the Discipline Committee.