

The Decision

The College will send you and the member a copy of the Investigation Committee's written decision by mail.

Confidentiality

The College does not comment on complaints or investigations unless they are referred for a public hearing. The College does this to protect a complainant, a member in question and to avoid possible prejudice to the process.

Suggested Dos and Don'ts to help you through this process:

DO - call the Investigation and Hearings Department to learn more about the complaints investigation process.

DO - try and provide as much detail as possible (this could be vital to resolving your concerns).

DON'T - confront the member after you have filed a complaint. We strongly advise that no contact be made with that person unless it has been arranged through the principal of the school where the member works or a superintendent at the school board. Your concerns will be addressed during the course of the investigation.

How to contact us:

If you have any questions about the complaints process,

please call

Investigations & Hearings at the College.

Tel: (416) 961-8800

Toll free in Ontario:

1 888-534-2222

Fax: (416) 961-8822

or you can send a letter to:

The Registrar
c/o Investigations & Hearings
121 Bloor Street East
6th Floor
Toronto, ON M4W 3M5



ONTARIO
COLLEGE
OF
TEACHERS

*If you have
a concern
about
a teacher*



ONTARIO COLLEGE OF TEACHERS
121 Bloor Street East, 6th Floor, Toronto, ON M4W 3M5

The Public Interest

Under the *Ontario College of Teachers Act*, the College investigates complaints against members of the College. The complaint must relate to alleged professional misconduct, incompetence or incapacity.

Students, their parents and members of the profession all benefit from a more publicly accountable profession.

In addition to teachers, members of the public sit on the Council and all the committees of the College. Together, the elected members and public appointees work to develop standards for teachers and to accredit ongoing professional learning programs, as well as participate in disciplinary hearings.

The College knows that many concerns can be resolved at the level of the school or board. If you have concerns about a teacher you should speak with the teacher, if appropriate, or go to the principal of the school and discuss your concerns. You may wish to contact your school board and speak to the superintendent who has responsibility for the particular school where the teacher works.

In certain circumstances, College staff may be able to assist you in resolving the matter. If not, you may file a formal complaint with the College.

The Process

The Ontario College of Teachers Act, regulations and by laws set out a specific process for filing and investigating complaints:

- the complaint to the College must be in writing
- you must state your name, address and telephone number
- you must provide the name of the member and information about the nature of the allegation
- the College will then notify the member and tell him or her about your concerns
- the member will have the opportunity to respond to the complaint
- after the College receives the member's response, it will be shared with you
- both you and the member will be asked for details about the incident, and names and addresses of any witness or anyone who may have more information about the complaint (for example, students, parents, principals or other teaching staff)
- the College investigator may contact these people to obtain relevant information.

The Investigation Committee

The Investigation Committee will consider relevant information collected during the investigation. Neither you nor the member will be present for this review.

The Investigation Committee may:

- dismiss the complaint.
- suggest voluntary dispute resolution
- caution the member in writing or in person (if issues need to be addressed but do not warrant discipline)
- take other action which the Committee views to be appropriate in the circumstances
- refer the matter in whole or in part to the Discipline Committee for a hearing, if the information suggests professional misconduct or incompetence
- refer the matter to the Fitness to Practise Committee for a hearing if the Committee has concerns that there may be health-related issues which may affect on the member's ability to teach.

