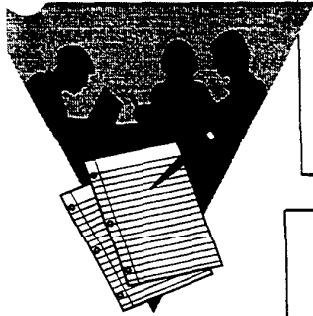


# Ontario College of Teachers Complaint Process



## Written Complaint to College

Complainant gives:

- his/her name, address, and phone number
- name of member
- nature of allegation

**College Notifies Member**  
By telephone and by registered mail

## Member Responds to Complaint

- **Contact provincial ETFO office – Professional Relations Services**
- **DO NOT** contact the person who filed the complaint
- **DO NOT** make a statement regarding the complaint
- **Federation support will be given in responding to the complaint**

## College Investigates the Complaint

- **An investigator is assigned** to gather information, contact people involved, and write a report for the Investigation Committee

## Investigation Committee Considers Information Collected During Investigation

*Investigation Committee takes one of the following actions:*

1. **Dismisses** the complaint
2. Requires the member to appear to be cautioned and admonished.
3. Takes other action which committee views to be appropriate to circumstances. For example: alternative dispute resolution
4. Refers the matter to the **Discipline Committee** for a hearing if professional misconduct or incompetence is suggested.
5. Refers the matter to the **Fitness to Practise Committee** for a hearing if concerns are health-related issues impacting on the member's ability to teach.

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

**Elementary Teachers**  
Federation of Ontario

**Just A Call Away**  
Professional Relations Services  
1-888-838-3836

