

1. Purpose of Guideline

To provide clarity on the administrative process for complaints received by the Yukon Medical Council.

2. Summary Background

The Yukon Medical Council (YMC) and the administrative staff within the Professional Licensing & Regulatory Affairs (PLRA) is constantly evolving with new council members and staff. To keep with a consistent approach this guideline has been introduced.

The complaints coordinator is responsible for the ongoing correspondence and tracking of each complaint received. The complaints coordinator is the person who holds the position of “Boards and Committees Coordinator” within the PLRA office.

3. Guideline Process and Procedure to follow

There are no expiry dates on complaints; complaints can be received at any time

Once the Yukon Medical Council issued complaint form is filled out and submitted by the complainant; it is deemed “received and active”.

Appendix A Complaint Process –

- detailed complaint process procedure (YMC internal)

Appendix B Complaint Information Package

- guidance document, lifecycle and complaint form (external)

4. Legislation (if applicable)

Medical Professions Act

Medical Profession Regulation O.I.C 1980/206

Medical Profession Disciplinary Matters Disclosure Regulation O.I.C 2011/129

5. Definitions

Complaint, Charge or Question means an inquiry can be made into any charge or complaint made by;

- a. Council on its own motion or;

- b. Any three medical practitioners in writing or;
- c. A member of the public in writing

Frivolous – means of little weight, having no sound basis or without any legal merit

Inquiry means an investigation into a charge or complaint made against any medical practitioner practising medicine in the Yukon, or into a question concerning a medical practitioners;

- a. conduct, or
- b. mental condition, or
- c. capability, or
- d. fitness to practice

Inquiry Committee means a Council appointed committee which consists of three or more medical practitioners.

Investigator means the Council themselves may review an inquiry (charge, complaint or question), as the investigator or the Council may appoint a third party investigator to review an inquiry. The council may immediately investigate (by an investigator appointed) to determine whether or not a complaint is frivolous or appears to be sufficiently serious to justify an appointment of an inquiry committee.

6. Guideline History

Version / Revision	Description	YMC Meeting Minute Approval	In Force Date
Original	Creation of guideline	18.08.2.1	December 21, 2018