

2011 Annual General Meeting
Complaints Committee Report for 2010

The Complaints Committee of the Psychological Association of Manitoba (PAM) is composed of PAM members Daryl Gill, Jule Henderson, Bill Leonhart, Bruce Tefft, Sandra Hayhow, and I as Chair, and public representatives Neil Arnason, Herbert Thompson and Val Stanowski. Ms Stanowski joined the Committee this year as the third public representative and we welcome her thoughtful contributions to the Committee's deliberations. As usual, we continue to be well served by Blair Graham, Q.C. of Thompson Dorfman Sweatman LLP, as legal counsel to the Committee. Lorna Leader continues to provide the Committee with administrative and other support.

Complaint Summary for 2010

	2010	2009	2008	2007
Carried Forward(from previous year)	11	7	8	15
New Complaints	7	9	6	6
Total Reviewed	18	16	14	21
Outcome of Committee Review				
Closed	9	5	7	13
Carried Forward (to next year)	9	11	7	8
Total	18	16	14	21

The Complaints Committee met 11 times in 2010, reviewing 18 complaints over this period. Nine complaints were closed. Two of these dated from 2006, and were concluded with an agreement between the Committee and the member, which included the satisfactory completion of a supervision period. Of the remaining seven complaints closed in 2010, all were dismissed. Five of these complaints were received in 2009 and not dealt with by the Committee until 2010, and two were both received and dismissed in 2010. One dismissed complaint dated from 2008. One dismissal was accompanied by a letter of disapproval to the member; another dismissal was accompanied by a letter of guidance to the member.

Of the nine complaints carried forward to 2011, two were not dealt with by the Committee during 2010 because they were received at the end of 2010. Three of the nine have been referred to the Inquiry Committee for a Hearing. The remaining four are in the process of disposition, three of them with the assistance of an investigator.

The Committee has noted the continuation of the trend reported last year; complaints involving an outcome other than a dismissal continue to require protracted time frames for resolution. The Committee members have further noted that both complainants and members need to be mindful of timely response to requests for information to assist in Committee deliberations.

During 2010, members of the Committee began a focused review of the complaints process for any potential amendments in process allowed by the legislation. The review

included discussion of the recommendations previously made by the ADR Committee. As one outcome of this review the first steps of the complaint process has been amended on a trial basis, where appropriate, to review the potential for informal resolution in advance of the formal process. The Committee is also reviewing length of terms for members, explorations of measures to reduce complaint times and the potential for utilizing alternative disposition options.

Committee member Dr. Bill Leonhart represents the Complaints Committee on an Ad Hoc committee developing a Code of Conduct handbook. The Committee has received regular progress reports and opportunities for discussion and feedback about relevant issues.

The Committee is assisted in its work by the members who act as investigators, consultants and supervisors. Without them, we could not carry out our responsibilities. On behalf of the Committee, I thank Drs. Jay Brolund, Carrie Lionberg and Jennifer Laforce for their generous assistance to the Committee over the last year.

Respectfully submitted,

Jaye Miles, Ph.D., C. Psych.
Chair, Complaints Committee