

Human Resources Plan – 2019

Complaints Committee (COC)

Committee: Complaints Committee	Date Developed: March 2019
Committee Review Date: May 15, 2019	Date Council Approved: June 21, 2019

	Target / Ideal (To meet the need of the Committee)	Currently in Place	Gap [ST = Short-term Goal] [LT = Long-term Goal]
Core Competencies <ul style="list-style-type: none"> • Skills • Abilities • Expertise • Knowledge <i>[See Appendix A]</i>	<ul style="list-style-type: none"> • Representation from each of the following areas of expertise/industry sector: government, consulting, industry, academia, high tech/IT, 	Most areas of expertise represented on committee.	
Committee Membership	<ul style="list-style-type: none"> • 18 members including Chair, at least 2 (3 ideal*) LGAs/AG appointees, and 2 Councillors, at least one of whom is a P.Eng. 	15 members including Chair, 0 LGA and 2 AG appointees, 2 Councillors, both of whom are P.Engs.	2 P.Eng. members 1 AG appointee
Broad Engagement Career Stage	<ul style="list-style-type: none"> • Members to have minimum 10 years work experience. No more than 4 committee P.Eng. members to be non-practising or retired. 	2 retired P.Eng. members, 13 committee members have more than 20 yrs work experience, two members have less than 20.	
Disciplines	<ul style="list-style-type: none"> • At least three committee members to be structural engineers; good representation from the other disciplines. 	Two committee members are structural; broad representation of other disciplines: elec, mech, civil, chem, but gap identified relating to civil/water resources, structural, and PSR expertise.	Two P.Eng. members with specific experience/expertise in: -civil/water resources -structural engineering -mfg/PSR expertise
Experience Level	<ul style="list-style-type: none"> • Majority of members to be at 'director' level or higher 	Majority of members are or have been director level or higher	
Gender / Diversity	<ul style="list-style-type: none"> • Min 20% female membership 	3 female members. 4 are required at committee size of 18.	One female member

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Geographic Representation	<ul style="list-style-type: none"> Broad range of representation in Ontario 	All geographic areas represented – southern Ontario, central Ontario, eastern Ontario, northern Ontario	
CEAB Grads/ Foreign-trained	<ul style="list-style-type: none"> At least one foreign trained member. 	No foreign-trained members	One foreign-trained member
Licensed –vs– Non-licensed	<ul style="list-style-type: none"> All except LGAs/AGs required to be P.Eng.'s 	All non-LGA/AG members are licensed.	
Volunteer Development Plans <ul style="list-style-type: none"> List potential development opportunities <i>[See Appendix B]</i> 	<ul style="list-style-type: none"> Advancement to Chair/Vice Chair Lateral moves to other committees task forces Election to council 	Members express interest in the role of Chair/Vice Chair directly as part of chair election process	
Succession Planning <ul style="list-style-type: none"> Time on Committee 	<ul style="list-style-type: none"> At least half of committee to have min 5 yrs experience on the committee, and at least one committee member to have less than 3 years on the committee. 	At least half of committee has min 5 yrs experience on the committee. 1 committee member has less than 3 years experience on the committee.	
Terms of Office: <ul style="list-style-type: none"> Chair/Vice Chair Committee members 	<ul style="list-style-type: none"> Term for Chair and Vice Chair is 2 or 3 yrs. Positions elected/confirmed annually. Members – min 75% attendance and no more than 2 consecutive meetings to be missed without advising Chair of acceptable reason. 		

*At least one LGA/AG appointee is required for committee quorum under the Act. Having only two AG appointees, currently on the same appointment cycle, poses an unacceptable risk to the functioning of the committee. PEO would not be able to fulfil one of its primary obligations under the Act if the two current AG appointees were not reappointed, as the committee would not be able to achieve quorum and would thus not be able to exercise its statutory function.

Further, while at least one AG appointee is normally available to attend a scheduled meeting, it is entirely conceivable that an unplanned event could impact the attendance of a sole AG appointee confirmed to attend a meeting, resulting in meeting cancellation only after all committee members scheduled to attend have travelled to PEO offices, and after all other arrangements and expenses for the meeting have been incurred.