

## Formal Complaint and Whistleblower Policy

### Purpose

The Canadian Massage Therapy Council for Accreditation (CMTCA) is committed to working with our client programs and the public towards continuously improving and inspiring excellence in massage therapy education in Canada. This policy is intended to provide fair and prompt consideration to all complaints or whistleblower concerns without fear of prejudice or retaliation within the limits of the preview process, and with the assurance that the complainant's confidence will be respected. We take all complaints seriously and will do our best to resolve any issues in a timely and professional manner.

The purpose of this policy is to outline the procedures that will be followed when handling:

1. General complaints, or
2. Whistleblower concerns related to a Massage Therapy Program's violation of their accreditation status.

### Definitions

#### Complaint:

A complaint is an expression of dissatisfaction with any aspect of CMTCA's services that fall within the scope of our accreditation process.

#### Whistleblower:

A whistleblower is a person who, in good faith, is conveying or is proven to be about to convey, a Program's alleged violation of their accreditation status, or any other misconduct concerning the accreditation process without fear of retaliation.

### Procedure

The initial preview of the complaint/whistleblower concern will determine if there are grounds to substantiate the matter and to proceed with a more in-depth investigation.

The confidentiality of the complainant will be maintained. However, identity may have to be disclosed to conduct a more thorough investigation.

### Reporting

Complainants can make a complaint/whistleblower concern in the following ways:

- By telephone at (416) 466-3427



- By website <https://www.cmtca.ca/contact>
- By email to [info@cmtca.ca](mailto:info@cmtca.ca)
- By requesting and completing the CMTCA Formal Complaint/Whistleblower FORM

### **Acknowledgment**

All complaints will be acknowledged within three (3) working days of receipt. The acknowledgement will include the name and contact details of the person handling the complaint.

### **Investigation**

The person handling the complaint will investigate the matter thoroughly and objectively. This may involve speaking with the complainant, speaking with any other individual(s) involved, and reviewing any relevant documentation.

### **Resolution**

CMTCA will do our best to resolve all complaints within five (5) working days of receipt. If this is not possible, we will keep the complainant informed of the progress of the investigation and provide an estimated timeframe for resolution.