



<b>NAME</b>	Communications Policy		
<b>TYPE</b>	Quality Assurance – General		
<b>STATUS</b>	Final	<b>VERSION</b>	1
<b>DATE APPROVED</b>	3 November 2017	<b>DATE REVISED</b>	1 June 2020

## Policy Statement

All communications between the Quality Assurance (QA) Committee, Peer Assessors and a member shall be conducted through a staff member of the College. An exception to this policy is when a Peer Assessor and a member communicate directly for the purposes of conducting a Peer and Practice Assessment.

## Procedure

1. Communications from the QA Committee will be sent to the member's mailing address and/or email provided in the Member Portal. The member has the responsibility to keep this information current and to monitor for the receipt of new communications.
2. Where the QA Committee requires a response from a member, the member shall be provided with notice and at least 14 days to do so.
3. The QA Committee will operate on the presumption that a member received a communication on the fifth day after it was sent by regular mail.
4. Communications regarding the QA Program should be sent by mail, email or fax to the following addresses:

<b>Mail</b>	Quality Assurance Committee 705-55 Commerce Valley Drive Thornhill, ON L3T 7V9
<b>Email</b>	<a href="mailto:qa@ctcmpao.on.ca">qa@ctcmpao.on.ca</a>
<b>Fax</b>	Attention: Quality Assurance Committee 416-214-0879

5. Communications received at the above addresses will be responded to and/or acknowledged within 5 business days.
6. Where a member of the QA Committee, or any individuals appointed by it, receive communications directly from a member, the communication shall be forwarded or reported to College staff.

## Legislative Context

Section 39 of the Regulated Health Professions Act, 1991.