



Registrar’s Report for 2018 Q1

February 28, 2018

Table of Contents

Trends and issues	1
Special section on compliance	4
2018 Q1 OOTR activity by the numbers.....	6
Public register.....	7
Function-by-function review.....	9
Policy development	9
Registration and certification.....	9
Quality assurance and compliance verification	14
Complaints and discipline (including capacity and review).....	15
Stakeholder relations.....	18
Appeals	19

Trends and issues

The Regulatory Outcome Scorecard

- At the December 11, 2017 Board meeting, the remaining reports in the *Measuring the performance of HRPAs as a professional regulatory body* project were tabled. A Regulatory Outcome Scorecard was proposed and accepted by the Board. The Board also approved the funds required to conduct the research required to populate the Scorecard.
- Good progress has been made on populating the elements of the Scorecard. The Regulatory Outcome Scorecard will be completed no later than June 1, 2018.

The ‘Gaps’ Report

- At the November 22, 2017, meeting of the Governance and Nominating Committee (GNC), the GNC asked the Registrar to prepare a report addressing gaps in the implementation of HRPAs’s regulatory framework as identified in an earlier briefing note to the GNC. This report was presented to the GNC at its January 31, 2018, meeting. The report was well received by the GNC.

It was agreed that the report would be forwarded to the Board and be included in the new CEO's orientation package.

Adding registrant low compliance levels to the risk register

- At the December 11, 2017 meeting of the HRPAs Board of Directors, the Registrar tabled a Special report on the rates of compliance with obligations set out by HRPAs on the part of members and registered students. This report documented the extremely low rates of compliance on the part of registrants on ranging from 1.7% for the requirement to notify the Registrar of bankruptcies and insolvency events to 38.3 for the requirement for members and registered students in independent practice to obtain adequate professional liability insurance and to notify the Registrar of such. The Board passed a motion that issues related to low levels of compliance be added to the Risk Registry and that the Registrar be instructed to include an update on levels of compliance in all subsequent Registrar's Reports.
- At the January 31, 2018, meeting of the Board, the Registrar tabled a brief entitled '*Risk for Self-regulating Professional Regulatory Bodies*' and a report entitled '*Adding registrant compliance to the risk register.*' The Board accepted the analysis provided by the Registrar and agreed that the Risk Register should be reviewed to consider additional risks which do not presently appear in the Risk Register.

The LinkedIn series of articles

- The LinkedIn series of articles continued in Q1 with the following articles:

52.	The evolution of the objects of the HRPAs and predecessor organizations	December 1, 2017
53.	Spearheading professionalization: In Stage 5 professional regulatory bodies must take a leadership role	December 4, 2017
54.	What will it look like when we get there?	December 6, 2017
55.	What is the difference between a professional association that offers designations and a professional regulatory body?	December 8, 2017
56.	A better analogy for voluntary professional regulation	December 12, 2017
57.	Vision, mission, and strategy: How's it different for professional regulatory bodies?	December 14, 2017
58.	Why would anyone want to become a member of the HRPAs since the members only have obligations but no additional benefits in comparison with those who are not members?	January 5, 2018
59.	But members really don't want this regulation stuff... or do they?	January 12, 2018
60.	What is success as a professional regulatory body?	January 26, 2018
61.	What is HRPAs?	February 2, 2018
62.	Objects and goals	February 9, 2018
63.	A model which explains how members benefit from professional regulation	February 16, 2018
64.	The big confusion: HRPAs is an association but perhaps not in the way that most think it is	February 23, 2018

CPD Bootcamp and other activities at HRPAs Annual Conference

- Because of the changes that were made to the designations three years ago, higher numbers of HRPAs certificants are required to submit their completed Continuing Professional Development (CPD) logs this year. To assist this larger number of first cycle certificants, Mara Berger, HRPAs Associate Registrar, and Sacha Williams, Regulatory Process Specialist, conducted three CPD Bootcamp sessions at this years Annual Conference. The Bootcamp sessions were sold out for each of the three days. Between now and the CPD deadline there will be an enhanced communication schedule with certificants due to complete their CPD logs this year.
- At the conference, the Office of the Registrar responded to questions from members and students and distributed buttons (fridge magnets) to all those who wanted one.



Buttons distributed by the Office of the Registrar team
at the 2018 HRPAs Annual Conference

Reminder emails in regards to the November 30th, 2018, deadline for obtaining the CHRL under the old requirements

- The Office of the Registrar has taken a more proactive approach to communications by giving earlier notice of upcoming deadlines. In December 2017, the Office of the Registrar sent reminder emails in regards to the November 30th, 2018, deadline for obtaining the CHRL under the old requirements. Regular reminders will follow throughout the year.

Special section on compliance

At the December 11, 2017 meeting of the HRP Board of Directors, the Board passed a motion that the Registrar be instructed to include an update on levels of compliance in all subsequent Registrar’s Reports.

The compliance rates for 2017 were as follows:

Requirement	2017 Compliance Rate
Requirement to notify Registrar of bankruptcies and insolvency events set out in <i>Act</i>	1.7% – 4.0%
Professional liability insurance requirement as enabled in the <i>Act</i> and set out in By-laws	38.3%
Requirement to resign as opposed to just not paying one’s dues	28.3%
Continuing Professional Development (CPD) requirement as set out in the By-laws	87.5% - 97.4%

Of the four requirements above, the requirement to resign and the Continuing Professional Development (CPD) requirement are calculated annually and not quarterly.

The requirement to notify the Registrar of bankruptcies or insolvency events

The compliance rate for the requirement to notify the Registrar of bankruptcies and insolvency events is defined as follows:

$$\text{Compliance rate} = \frac{\text{The number of members having given notice to the Registrar of a bankruptcy or insolvency event}}{\text{The number of members having experienced a bankruptcy or insolvency event}}$$

The bankruptcy and insolvency event rate for Ontario is available online from the Government of Canada Superintendent of Bankruptcy. In 2016, the bankruptcy and insolvency event rate for Ontario was 3.6 per 1000. Since 2016, the HRP Member Survey includes the following question: “Have you or your firm experienced a bankruptcy or filed a consumer proposal within the last year?” Based on the responses to this question, the bankruptcy rate for HRP members based on the 2017 HRP Member Survey was 8.00 per 1000 (which, surprisingly, is nearly 2 ½ times the province-wide average).

Summary table	Q1 2018
Number of members subject to the requirement	20,680
Incidence rate	.0035 - .0080
Expected number of reports based on Superintendent of Bankruptcies data	19
Expected number of reports based on HRP Member Survey data	41
Actual number of notices received by the Registrar in Q1 2018	2
Q1 2018 Compliance rate based on Superintendent of Bankruptcies data	10.5%
Q1 2018 Compliance rate based on HRP Member Survey data	4.8%

Given that there has been only two reports in Q1 2018, the compliance rate cannot be considered statistically different from the 2017 compliance rate. One cannot conclude on the basis of this data that there has been any improvement in the rate of compliance for the requirement to notify the Registrar of bankruptcies or insolvency events in Q1 2018.

Requirement for members and students in independent practice to obtain professional liability insurance and to notify the Registrar of such arrangements

At HRPAs, all members and students in independent practice are required to obtain professional liability insurance and to notify the Registrar of such arrangements. The compliance rate is simply the number of members, students, or firms that have obtained professional liability insurance and notified the Registrar of such arrangements divided by the number of members, students, or firms in independent practice.

The compliance rate for the professional liability insurance requirement is calculated as follows:

$$\text{Professional liability insurance compliance rate based actual number of members and student with professional liability insurance on file} = \frac{\text{The number of members and students in independent practice having professional liability insurance as per HRPAs files}}{\text{The number of members and students in independent practice as extrapolated from number and students in 2017 Member Survey}}$$

In the 2017 HRPAs Member Survey, it was found that 6.74% of members and students are in independent practice and therefore subject to the Professional Liability Insurance requirement.

Summary table	Q1 2018
Estimated number of members and students in independent practice	1,515
Actual number of members and students with professional liability insurance	559
Compliance rate	.369

Summary

There is no evidence of any significant change in compliance rates in Q1 2018 as compared to 2017.

Requirement	2017 Compliance Rate	2018 Q1 Compliance Rate
Requirement to notify Registrar of bankruptcies and insolvency events	1.7% - 4.0%	4.8% - 10.5%
Professional liability insurance requirement	38.3%	36.9%
Requirement to resign as opposed to just not paying one’s dues	28.3%	
Continuing Professional Development (CPD) requirement	87.5% - 97.4%	

OOTR activity summary

Table 1: 2018 Q1 OOTR activity by the numbers

Activity	Count
Number of exams administered	492
Applications referred to Experience Assessment Committee	187
Certificates issued	131
Candidates completing Job Ready program	105
Number of courses reviewed by the Academic Standards Committee	29
Resignations processed	16
Referrals to CHRE Review Committee	15
Referrals to Appeal Committee	4
Referrals to Registration Committee	4
Referrals to Complaints Committee	4
Referrals to Review Committee	2
Regulatory Newsletters issued	1
Revocations for non-payment of dues	0
Designation revocations due to CPD non-compliance	0
Number of CPD logs to be audited by CPD Committee	0
Referrals to Discipline Committee	0
Referrals to Capacity Committee	0

Public register

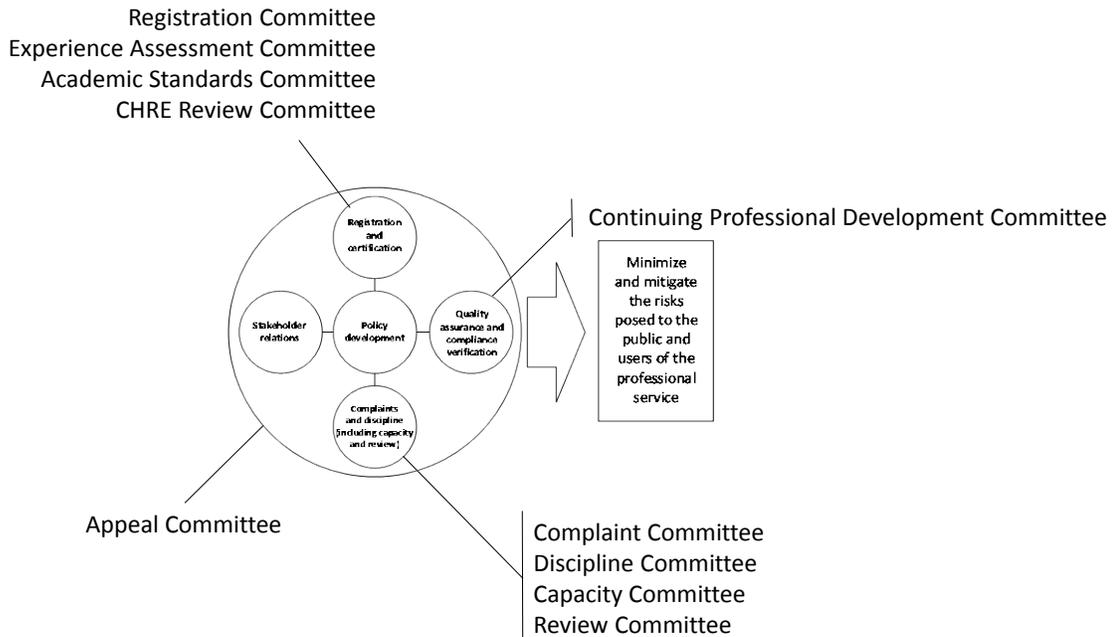
Table 2: Registration by category

	A	B	C	D	E	F	G
				Since beginning of Fiscal 2017/2018		Year-over-year	
	1-Dec-17	27-Feb-17	28-Feb-18	Gain since 1-Dec-17	Percent Gain since 1-Dec-17	Gain Since 27-Feb-17	Percent Gain since 27-Feb-17
Students (registered but not members)	2640	2,580	2823	183	6.9%	243	9.4%
Undesignated Members	5759	6,432	6156	397	6.9%	-276	-4.3%
Practitioner	5536	6,192	5904	368	6.6%	-288	-4.7%
Allied Professional	223	240	252	29	13.0%	12	5.0%
Designated members	14717	14,760	14775	58	0.4%	15	0.1%
Highest designation CHRP (including CHRP retired)	5395	5,181	5368	-27	-0.5%	187	3.6%
Highest designation CHRL (including CHRL retired)	9053	9,323	9137	84	0.9%	-186	-2.0%
Highest designation CHRE (including CHRE retired)	269	256	270	1	0.4%	14	5.5%
Total members	20476	21,192	20931	455	2.2%	-261	-1.2%
Total registrants	23116	23,772	23754	638	2.8%	-18	-0.1%
Students as a proportion of registrants	11.4%	10.9%	11.9%				
Designated members as a proportion of membership	71.9%	69.6%	70.6%				
Designated members as a proportion of registration	63.7%	62.1%	62.2%				

Table 3: Registration by province as of March 5, 2018

	Ontario	Alberta	Quebec	British Columbia	Nova Scotia	New Brunswick	Saskatchewan	Manitoba	Northwest Territories	Newfoundland and Labrador	Prince Edward Island	Nunavut	Yukon	All provinces
Students (registered but not members)	2748	48	12	5	1	0	3	1	0	0	0	0	0	2818
Undesignated Members	5943	45	27	18	8	0	5	4	0	6	1	1	1	6059
Practitioner	5700	43	24	17	8	0	5	4	0	5	1	1	1	5809
Allied Professional	243	2	3	1	0	0	0	0	0	1	0	0	0	250
Designated members	14420	67	57	38	12	8	9	3	2	3	4	4	3	14630
Highest designation CHRP (incl. CHRP retired)	5266	22	14	16	4	2	3	2	1	1	3	0	2	5336
Highest designation CHRL (incl. CHRL retired)	8900	42	40	20	8	6	6	1	1	2	1	4	1	9032
Highest designation CHRE (incl. CHRE retired)	254	3	3	2	0	0	0	0	0	0	0	0	0	262
Total members	20363	112	84	56	20	8	14	7	2	9	5	5	4	20689
Total registrants	23111	160	96	61	21	8	17	8	2	9	5	5	4	23507
Students as a proportion of registrants	11.9%	30.0%	12.5%	8.2%	4.8%	0.0%	17.6%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	12.0%
Designated members as a proportion of membership	70.8%	59.8%	67.9%	67.9%	60.0%	100%	64.3%	42.9%	100%	33.3%	80.0%	80.0%	75.0%	70.7%
Designated members as a proportion of registration	62.4%	41.9%	59.4%	62.3%	57.1%	100%	52.9%	37.5%	100%	33.3%	80.0%	80.0%	75.0%	62.2%

Function-by-function Review



- There was no activity in policy development in Q1 2018.



Registration Committee

Chair: Frank Tancredi

- There were no open cases prior to the start of Q1 (December 1, 2017 to February 28, 2018).
- There were four referrals to the Registration Committee between December 1, 2017, and February 28, 2018.
- The Registration Committee disposed of two cases in Q1.
- There are seven cases outstanding at the end of Q1 – two awaiting panel review and five in the information gathering stage (it has not yet determined whether these five will be referred to the Registration Committee).

Experience Assessment Committee

Chair: Mark Seymour

- Between December 1, 2017 and February 28, 2018, 224 Validation of Experience and Alternate Route applications were received and processed in total.
- Between December 1, 2017 and February 28, 2018, one hundred seventy-five Validation of Experience applications were received and 126 have been processed — 74 candidates were successful for a pass rate of 58.73%. Forty-nine applications are currently under review.

Validation of experience applications successful	74	58.7 %.
Validation of experience applications unsuccessful	52	41.3%
Total	126	100.0%

Between December 1, 2017 and February 28, 2018, 49 Alternate Route applications were received. Thirty applications have been processed and so far 20 have been successful. 19 applications are currently under review.

Alternate Route applications successful	20	66.7%
Alternate Route applications unsuccessful	10	33.3%
Total	30	100%

Summary of AR and VOE activity

- Between December 1, 2017 and February 28, 2018:
 - Sixty-eight cases were outstanding.
 - Two hundred twenty-four cases were opened/under review by the panels.
 - One hundred fifty-nine cases were disposed of.
 - Sixty-eight cases are outstanding as at the end of February 28, 2018.

Academic Standards Diploma Committee

Chair: John Hardisty

- There were no course approval applications for schools or students referred to the Academic Standards Diploma Committee between December 1, 2017, and February 28, 2018.

Academic Standards Degree Committee

Chair: Gary Gannon

- Between December 1, 2017, and February 28, 2018, two course approval applications for schools were received and approved. Between December 1, 2017, and February 28, 2018, 27 course approval applications for students were processed and 7 were approved.
- In Q1 there were two course approval applications for schools that were received and will be reviewed at the March course review meeting. There were four course approval applications for students that were received and will be reviewed at the March course review meeting.

CHRE Review Committee

Chair: Bob Canuel

- The number of CHREs currently stands at 270.
- Between December 1, 2017, and February 28, 2018, 14 Phase II CHRE applications were reviewed by the CHRE Review Committee. Out of the 14 applicants, 0 were granted the CHRE designation. 1 CHRE was granted through the invitation route.

Exams

2018 Exam schedule

	Window	
CHRP Employment Law Exam (ELE 1)	Jan 8 – Jan 22	Q1
CHRL Employment Law Exam (ELE 2)	Jan 15 – Jan 29	
CKE 1	Feb 12 to Feb 26	
CKE 2	March 5 – March 19	Q2
CHRP Employment Law Exam (ELE 1)	May 7 – May 21	
CHRL Employment Law Exam (ELE 2)	May 14 – May 28	
CKE 1	June 4 – June 18	Q3
CKE 2	June 25 – July 9	
CHRP Employment Law Exam (ELE 1)	Sept 10 – Sept 24	Q4
CHRL Employment Law Exam (ELE 2)	Sep 17 – October 1	
CKE 1	October 9 – October 23	
CKE 2	October 29 – November 12	

Certification Exams

Comprehensive Knowledge Exam 1 (CKE 1)	Candidates	Pass	Pass Rate	Reliability
Feb 2018	170			
June 2018				
October 2018				

CKE 1 window recently closed as of Feb 26, 2018. Pass mark not yet established

Comprehensive Knowledge Exam 2 (CKE 2)	Candidates	Pass	Pass Rate	Reliability
March 2018				
June/July 2018				
October/November 2018				

CHRP Employment Law Exam	Candidates	Pass	Pass Rate	Reliability
January 2018	120	115	95.83%	.76
May 2018				
September 2018				

CHRL Employment Law Exam	Candidates	Pass	Pass Rate	Reliability
January 2018	202	174	86.14%	.76
May 2018				
September 2018				

Challenge Exams

- Challenge exams were held from January 22nd to January 24th, 2018.
- There were a total of 60 challenge exam writers in January 2018.

Breakdown by month

Month	Registrants	Pass	Pass Rate
May 2017	58	28	48.3%
September 2017	63	40	63.5%
January 2018	60	39	65%

Breakdown by subject

Subject	Registrants	Pass	Pass Rate
Training and Development	9	4	44.4%
Compensation	10	8	80%
Organizational Behaviour	9	6	66.7%
Finance and Accounting	8	4	50%
Recruitment and Selection	5	2	40%
Human Resources Management	5	4	80%
Human Resources Planning	2	2	100%
Occupational Health and Safety	6	6	100%
Labour Relations	6	3	50%
Total	60	39	

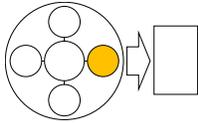
Job Ready Program

Between December 1, 2017 and February 28, 2018, 105 registrants completed the Job Ready Program and were granted the CHRP designation.

Issuance of certificates

Certificates are issued for all three levels of designation: CHRP, CHRL, and CHRE. A certificate issuance commenced in February, and members were scheduled to receive their certificates by mid-March. An email went out to 131 members in February notifying them that they could expect to receive their certificates during this issuance.

	CHRP	CHRL	CHRE	Total
February 2018	53	68	10	131
May 2018				
August 2018				
November 2018				
Total	53	68	10	131

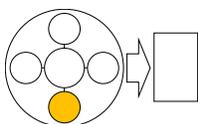


Quality assurance and compliance verification

Continuing Professional Development

Chair: Vito Montesano

- There are 5487 designated members due to submit their CPD Log by May 31, 2018. Of those, 3540 designated members submitted their CPD log as of February 28, 2018. CPD submissions are reflective of previous year's compliance rate.
- Calculation of the compliance rate for the CPD requirement involves making some assumptions. Some members will not comply with the CPD requirement because they no longer intend to renew their membership in HRPAA (and will resign or be revoked), others, knowing that they have not kept up with their CPD requirement, will not renew their membership in HRPAA. It is not possible to tell which is which.
- At the beginning of this quarter there were 42 outstanding CPD applications from the 2017 CPD audit. Of the 42, a total of 24 applications have been disposed, 9 applications are pending awaiting further documentation; 4 applications require additional follow up; and 5 members did not comply with the audit requirements and will be notified of the suspension and revocation process.
- At the beginning of this quarter 20 members who are due to submit their CPD log on May 31, 2018 have applied and were granted an extension.



Complaints and discipline (including capacity and review)

Complaints Committee

Chair: Rahim Shamji

- There were three open complaints prior to the start of Q1 (December 1, 2017 to February 28, 2018):
 - Two of those complaints were registered in 2016 and at that time, the Panel chose to stay the proceeding as both complaints were being dealt with by other adjudicative procedures (i.e. Human Rights Commission).
 - Both of these complaints were re-opened and closed in Q1. One case was dismissed, the other was withdrawn by the complainant and accepted by the Complaints Committee. Details can be found in the table below.
- In Q1, four new complaints were registered and are currently in the information gathering stage. Details for each case can be found below.

Summary of complaints activity in 2018

	2017	2018				2018
	Total	Q1	Q2	Q3	Q4	Total
Number of complaints filed	6	4				
Number of complaints closed	8	2				
Average time to dispose of complaint(s) (days)	145	118				

Complaints disposed of in Q1 2018

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C-2016-8	November 3, 2016 – reopened after stayed proceeding on September 14, 2017	The member was alleged of retaliation due to the complainant raising workplace concerns with a manager. It has been alleged that the member by-passed normal processes for corrective actions/performance improvements, the member is also accused of abusing his power and authority as the Vice President of Human Resources.	January 9, 2018 - No referral to Discipline, no evidence to support professional misconduct.
C-2016-9	November 7, 2016 – complaint stayed due to a parallel proceeding with the Canadian	The member was alleged of acting in a manner that is dishonest, fraudulent, criminal,	February 26, 2018 – Complaint Committees accepted the

	Human Rights Commission. Complainant submitted a withdrawal request on December 19, 2017	or illegal, or with the intent of circumventing the law. It is also alleged that the member is in breach of her duty to avoid any situation in which she would be in conflict of interest.	withdrawal request. No further action to be taken.
--	--	--	--

New Complaints registered in Q1 2018

Case	Date complaint filed	Nature of allegations	Date of disposition of complaint and decision of Complaints Committee
C-2018-1*	January 19, 2018	It is alleged that an organization has been conducting unlawful employment practices contrary to Employment Standards which the member should have made efforts to rectify or bring to the attention of the organization.	
C-2018-2*	January 19, 2018	It is alleged that an organization has been conducting unlawful employment practices contrary to Employment Standards which the member should have made efforts to rectify or bring to the attention of the organization.	
C-2018-3*	January 22, 2018	It is alleged that an organization has been conducting unlawful employment practices contrary to Employment Standards which the member should have made efforts to rectify or bring to the attention of the organization.	
C-2018-4	February 5, 2018	It is alleged that the member failed to process WSIB forms correctly and breached confidentiality by sharing the complainant's confidential medical information.	

**C-2018-1, C-2018-2 and C-2018-3 are identical complaints that have been registered by the same complainant against three different members.*

Discipline Committee

Chair: Stephanie Izzard

There were no new referrals to the Discipline Committee in Q1.

Capacity Committee

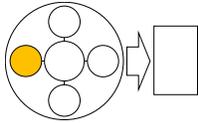
Chair: Stephanie Izzard

There were no new referrals to the Capacity Committee in Q1.

Review Committee

Chair: Susan Bryson

There were two new notice of bankruptcy or insolvency events received by the Registrar in Q1 2018. There are ten cases are ready to be referred to the Committee. An additional five cases have not yet submitted complete documentation.



Stakeholder relations

***Regulatory Affairs* newsletter**

The *Regulatory Affairs* newsletter is published pursuant to By-laws 13.08, 13.13, 13.18, and 13.19.

As set out in the By-laws, the Regulatory newsletter shall include but not be limited to:

- (a) Notices of annual meetings;
- (b) Election results; and
- (c) All information as set out in Section 13.08 and Section 13.13 with respect to discipline or review proceedings. Where there is a dissenting opinion prepared by a member of the panel and the decision, finding or order of the Discipline Committee or the Review Committee is to be published, in detail or summary, any publication will include the dissenting opinion.

The fourth issue for volume two of the Regulatory Affairs newsletter was published on December 11, 2017, this completes the newsletters published for volume two. The first issue for volume three of the Regulatory Affairs newsletter is scheduled to be published on March 11, 2018.



Appeals Committee

Chair: Kim Pepper

Committee Composition – One member of the Appeal Committee passed away. Recruited a public rep from the College of Dieticians. HRP A is currently recruiting for at least 3 new members for this committee.

In Q1, four appeals were filed with HRP A. One decision of the Complaints Committee and 3 decisions of the Experience Assessment Committee. One request has been withdrawn and the appellant has chosen to re-submit his application. The other 3 requests are in various stages within the process: a panel review is currently being schedule, 1 is with the HRP A for response, and the other is with the appellant for response.

In Q1, an appeal that was originally filed in 2014 remains on-going. Currently trying to schedule a pre-hearing conference with a hearing to follow.

In Q1 the appeal committee disposed of one appeal: one Complaints Committee decision.

	Date Appeal Filed	The nature of the appeal	The outcome of the appeal
A-2018-1	December 6, 2017	Complaints Committee decision to not refer the complaint to discipline	Currently with the appellant – waiting for a response
A-2018-2	December 15, 2017	Flaws in the process and did not consider all facts with respect to the validation of experience application	Currently with the Chair of the Committee
A-2018-3	January 17, 2017	EAC failed to consider all facts, were biased, prejudiced and not impartial. The judgement applied by the panel was unfair and unreasonable and was discriminatory.	Currently with the HRP A – waiting upon their response
A-2014-4	Feb 26, 2018	EAC decision regarding his VOE application	Application withdrawn – re-submitting his application

Analysis of appeal decisions

Outcomes	
Total number of requests for appeal received between December 1, 2017 and Feb 28, 2018	4
Total number of final appeal decisions released between December 1, 2017 and Feb 28, 2018	1
Decisions for HRPAs	1
Decisions against HRPAs	0
Requests for appeal withdrawn by Appellant	1
Association not contesting the appeal	0

Below are the reasons for the decisions that were released in Q1:

1. *The Appeal committee upheld the decision of the Complaints Committee.*

The Appeal Committee had determined that the Applicant's appeal should be dismissed and no further action should be taken.

The Applicant stated that the Complaints Committee failed to review all of the Applicant's supporting documentation and information before issuing its decision. In addition, the appellant complained that the Complaints Committee panel was biased as it was composed of two members with CHRL designations. As a result, the Applicant complains that natural justice was not served.

The Complaints Committee outlined in its decision the information and documentation it considered when rendering its decision. This list included the complete materials submitted by the Applicant, including any supporting documentation attached. The decision of the Complaints Committee outlines in detail the facts contained within the Applicant's complaint as well as the supporting documentation submitted by the Applicant and provides a detailed analysis of this information and documentation. It is clear that the Complaints Committee considered each area of the Applicant's complaint and any supporting materials. There is no reason to believe that the Complaints Committee failed to review and/or consider any of the information and documentation before it. The Applicant's has not put forward any facts or evidence that supports a reasonable apprehension of bias on the part of the Complaints Committee in these circumstances.