

[LETTERHEAD]

**TERMS OF REFERENCE OF THE COMPLAINTS AND INVESTIGATIVE
COMMITTEE (CAIC) OF THE
COUNCIL OF THE MEDICAL BOARD OF TRINIDAD AND TOBAGO**

1. Objective

The Complaints and Investigatory Committee (hereinafter "the Committee") is established to provide advisory and oversight assistance to the council of the Medical Board of Trinidad and Tobago (hereinafter "MBTT") with respect to matters of complaints and is appointed to:

- (a) Ensure the fairness and impartiality of the Council of the MBTT;
- (b) Address and resolve complaints raised by members of the public, members of the Board or any other relevant stakeholders.

2. Composition

The Committee shall comprise:

- (i) No more than 3 members of Council inclusive of The Secretary and a lay representative,
- (ii) The Chairperson of the Committee is the Secretary to the Council
- (iii) The Recorder shall be the General Manager /Designate who shall have no voting rights.

3. Responsibilities

The Committee shall make recommendations to Council with respect to all complaints recieved; however, final decisions will be made by Council.

4. Meetings

The Committee shall meet as often as may be necessary or expedient in the best interest of the MBTT. Meeting dates, times and place shall be scheduled in advance of the meeting by the Chairperson of the Committee.

5. Quorum

A quorum shall constitute the Secretary of Council and one other member of the Committee.

6. Minutes of Meetings

The Committee shall provide a report to Council with respect to the phase of each complaint.

7. Responsibilities and Duties

- (a) Receive and review complaints regarding any form of misconduct.
- (b) Conduct thorough and objective investigations into the complaints, ensuring confidentiality and sensitivity.
- (c) Provide a forum for all involved parties to express their perspectives and ensure fair treatment for all involved.
- (d) Make informed, impartial recommendations based on the findings and submit them to the Council of MBTT for action.

8. Reports

The Complaints Committee shall prepare regular reports to be submitted to council outlining the number and nature and status of complaints received, actions taken, and recommendations put forward.

9. Review

These Terms of reference shall be reviewed and, if necessary, revised annually to ensure their effectiveness and alignment with the organization's needs and best practices.

Approved by the Council (MBTT) on Date:

Chairperson, Complaints Committee

IAN RAMNARINE

Chairperson, Council MBTT

DR.NEIL ADRIAN SINGH
