

## **Inquires, Complaints and Reports Committee Risk Assessment Framework**

**Version Date: November 25, 2021**

### **Purpose**

The Inquiries, Complaints and Reports (ICR) Committee developed the Risk Assessment Framework in an effort to meet the objectives of the College Performance Measurement Framework (CPMF) in assessing risk related to complaints. The framework is meant to guide the ICR Committee's decision-making when addressing complaints and reports. The purpose of the framework is to ensure consistent, fair and transparent decision-making that is guided by the panel's analysis and assessment of risk. This framework does not apply to inquiries. Decisions of the ICR Committee are based on review of complaints and this too is to be used for discussion and guidance purposed only.