

Transparency Principles Inquiries, Complaints and Reports Committee

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As part of the College of Chiropractors of Ontario's (CCO) effort to meet the objectives of the College Performance Measure Framework related to disclosure of information to relevant system partners , within the legal framework, about concerns with members, the Inquiries, Complaints and Reports (ICR) Committee developed the following transparency principles:

- CCO is committed to balancing the principle of transparency with any legal privacy obligations, consistent with the *Regulated Health Professions Act, 1991*, the *Personal Health Information Protection Act, 2004*, CCO by-laws and any other relevant legislation and regulation.
- CCO is committed to cooperating and being transparent with other governing authorities, regulators and external system partners, and facilitating inspections, investigations or similar procedures that are authorized by warrant or by or under any Ontario or Canadian legislation or regulation, consistent with *Regulated Health Professions Act, 1991*, the *Personal Health Information Protection Act, 2004*, CCO by-laws and any other relevant legislation and regulation.
- The mandate of regulators is public protection and safety. The public needs access to appropriate information in order to trust that this system of self-regulation works effectively.
- Providing more information to the public has benefits, including improved patient choice and increased accountability for regulators.
- Any information provided should enhance the public's ability to make decisions or hold the regulator accountable. This information needs to be relevant, credible and accurate.
- In order for information to be helpful to the public, it must:
 - be timely, easy to find and understand
 - include context and explanation
- Certain regulatory processes intended to improve competence may lead to better outcomes for the public if they happen confidentially.
- Transparency discussions should balance the principles of public protection and accountability, with fairness and privacy.
- The greater the potential risk to the public, the more important transparency becomes.
- Information available from Colleges about members and processes should be similar.