Key Performance Indicators
Approved by Council: November 25, 2021

Registration
- Applications for registration that do not require a referral to the Registration Committee are processed within 10 business days of receipt of a completed application
- Applications for registration that require a referral to the Registration Committee are responded to within 60 days. Often, application to the Registration Committee will require review by the Committee and further requirements from the applicant

Inquiries, Complaints and Reports
- The Inquiries, Complaints and Reports (ICR) Committee's review of inquiries, complaints and reports meets or exceeds the timeline requirements of the *Regulated Health Professions Act, 1991*
- The majority of the ICR Committee decisions are upheld by the Health Professions Appeal and review Board (HPARB)

Quality Assurance
- 5 – 10% of members registered in the General class of registration undergo a peer and practice assessment every year
- Close to 100% of members registered in the General class of registration for the entire CE cycle complete the self assessment and continuing education requirements every two years

Review of Standards of Practice, Policies and Guidelines
- All CCO standards of practice, policies and guidelines are reviewed by their respective committee on an annual basis, or as required by emerging regulatory issues