



AHIP COMPLAINT PROCESS

The Mission of the Association of Hearing Instrument Practitioners of Ontario is to represent and guide its Members in their practice which includes, the testing, selecting, fitting and dispensing of hearing instruments and associated devices in the best interests of the Hard of Hearing of Ontario.

1

How To File A Complaint

Mail, e-mail or courier your complaint
c/o AHIP, Chair of Professional Practice
Association of Hearing Instrument Practitioners of Ontario
55 Mary Street West, Suite 211, Lindsay, Ontario, K9V 5Z6
office@ahip.ca

2

Preliminary Assessment and Investigation

The Chair of the Professional Practice Committee conducts a preliminary assessment of the complaint. The Chair may request additional information from the complainant, the Member or third parties. The Member is provided a copy of the complaint and provided an opportunity to respond with a minimum 15 days notice before the complaint is considered by the Professional Practice Committee.

3

Committee Review and Recommendation

The Professional Practice Committee reviews the complaint, the Member's response and any additional documents obtained in the investigation and makes a recommendation as to whether the Board should make a finding that the Member failed to comply with the Code of Conduct, or any articles By-laws, policies or rules of the Association.

- If the Professional Practice Committee recommends that no findings be made, the complainant and Member are notified in writing and the matter is closed.
- If the Professional Practice Committee recommends that the Board make a finding, the Committee shall also make recommendations with respect to any action or sanction the Board should impose.

4

Board Consideration and Decision

The Board reviews the recommendations of the Professional Practice Committee and may accept, reject or modify any recommendations. The Board issues its decision in writing, and shall provide reasons.

5

Notice of Action or Sanction

The Member who is found to have failed to comply with the Code of Conduct, or any articles By-laws, policies or rules of the Association shall be given 15 days notice before the Board's decision becomes effective. The Member has an opportunity to provide written submissions not less than 5 days before the findings and actions or sanctions become effective. The Board will consider the Member's submissions and determine whether to confirm, vary or rescind its decision.

Appeal Process

If the member wishes to appeal the decision of the Board the member must provide notice in writing within 30 days.

Questions? We're here to help. Email us at office@ahip.ca or call 1-888-745-2447.
Members may choose legal counsel at any stage of the complaint process.

