

Complaints Management

Effective: June 30, 2026

INTRODUCTION

The College of Licensed Practical Nurses and Health Care Aides of Alberta (CLHA) has the authority under the *Health Professions Act* (HPA) to carry out its activities and govern Licensed Practical Nurses (LPNs) and Health Care Aides (HCAs)* in a manner that protects and serves the public interest.

This policy explains **administrative fairness** and how it informs the CLHA's approach to complaint management and decision-making.

PURPOSE

The purpose of this policy is to outline the principles of administrative fairness and how they inform the CLHA's complaint management process. This document is meant to be read alongside the *Complaints Management Procedure*.

POLICY

The HPA creates the legal authority for the CLHA to receive and manage complaints about registrants. The authority to make various decisions on complaints is delegated to the CLHA's Complaints Director, Hearing Tribunal, Complaint Review Committee, Council, or a person/committee designated by the Council as set out in HPA section 65(1).

Principles of Administrative Fairness

It is essential that each complaint is dealt with in a fair manner, free from bias and prejudice. The CLHA adheres to the following principles to ensure administrative fairness:

- Chain of legislative authority
 - Decisions are made in accordance with the CLHA's legislative authority.
- Duty of fairness

* In this document, "registrants" refers to LPNs and HCAs and has the same meaning as "regulated member(s)" in the Health Professions Act.

- The specific procedural safeguards in conduct processes take into account the requirements of the legislation and the impact of the decision on the affected individuals.
- Participation rights
 - The individual is given enough information about the complaint and the decision to participate meaningfully in the decision-making process.
 - The individual is given a fair opportunity to present their case to the decision-maker and have their arguments considered.
- Adequate reasons
 - There is a rational connection between the evidence presented and the conclusions reached by the decision-maker.
 - All the major arguments are addressed.
- Reasonable apprehension of bias
 - Any prior relationship between the decision-maker and the individuals involved in the circumstances of the complaint is declared.
 - The individual has the right to a decision-maker who acts in a neutral and unbiased manner, free from influence that could lead a reasonable person to doubt their impartiality.
- Legitimate expectation
 - The regular conduct process is followed.
 - Any representations made or information provided about conduct processes are followed, and where the usual process is not followed, the changes in process are communicated.
- Exercising discretionary power
 - The decision-makers have the discretion to handle complaints as set out in the HPA and outlined by this policy.
- The right to reasons for decisions
 - Individuals are given an explanation for the decision reached that is coherent, logical, and accounts for relevant facts, context, applicable laws, regulations, and policy.

CONCLUSION

This policy outlines the principles of administrative fairness and how they inform the CLHA's complaint management process.

Documents are updated frequently. For the most current version and access to related documents and resources, please visit the Knowledge Hub on clha.com.

If after reading this document you have any questions about the complaint management process, please contact the Director of Professional Conduct at complaints@clha.com, or call 780-484-8886 or 1-800-661-5877 (toll free in Alberta).

DEFINITIONS

Administrative fairness: the obligation for public bodies and officials to treat individuals fairly, reasonably, and unbiasedly when making decisions that impact their rights, interests, or privileges.