



Standard Procedure Investigations of Complaints Concerning Authorized Radiation Protection Agencies

- ◆ Owners of designated radiation equipment will continue to report complaints and/or disagreements concerning Authorized Radiation Protection Agencies to their respective Radiation Health Administrative Organization. This mechanism is logical in that there is currently an exchange of information concerning radiation equipment between the owner and the Radiation Health Administrative Organization
- ◆ In accordance with Section 7.4 of their Quality Management Plans (QMP), Radiation Health Administrative Organization will initiate an investigation of the complaint or incident by contacting Alberta Labour and providing details concerning the dispute.
- ◆ Alberta Labour will contact the Authorized Radiation Protection Agency involved, to inform them of the complaint and/or disagreement.
- ◆ In accordance with Section 4.4 of their Authorization Agreement, the Radiation Protection Agency will provide interpretations relative to the Radiation Protection Act and Regulation associated with the services that they provided to the owner.
- ◆ The Authorized Radiation Protection Agency will formally respond to the complaint and/or disagreement in writing to the respective Radiation Health Administrative Organization, citing, as required, relevant Safety Codes or Standards referenced in the Radiation Protection Regulation.
- ◆ The Radiation Health Administrative Organization will then convey the response to the owner. If the response concerns any condition that contravenes the Radiation Protection Act and Regulation, the Radiation Health Administrative Organization may issue a directive for remedial action under Section 16(1) of the Radiation Protection Act.
- ◆ If the owner is still not satisfied, he/she will inform the Radiation Health Administrative Organization in writing. A meeting will be then held between the four concerned parties (owner, agency, organization and government) to attempt to resolve the dispute.
- ◆ If the owner is still not satisfied, and the issue involves:
 - (a) a refusal by the Director to issue a registration certificate under section 10,
 - (b) the suspension or cancellation of a registration certificate under section 10, or
 - (c) a directive under section 16, the owner may enter into an appeal process in accordance with section 17 of the Radiation Protection Act.