

Investigation of Radiation Safety Complaints

The following procedures will be adhered too regarding the handling of the complaint, the investigation, and the subsequent completion of the investigation when a written complaint is received:

External Complaints

1. Determine if the complaint is a violation of the regulations, a misunderstanding of the regulations, or a violation of the certificate conditions.
2. Determine if there are any references to this complaint in the records for the equipment in question.
3. The Owner of the equipment will be notified of the complaint.
4. Pursuant to Section 13 (1) of the RADIATION PROTECTION ACT, the owner will be required to carry out an investigation into the circumstances surrounding the overexposure or incident. The owner may contact an authorized Agency to conduct the investigation. The agency will be required to submit a report of the findings the Owner.
5. The Owner must prepare a report outlining the circumstances of the overexposure or incident and the corrective action, if any, undertaken to prevent a recurrence of the overexposure or incident.
6. The Owner of the radiation source shall ensure that a copy of the report is readily available for inspection by an officer.
7. The Owner of the equipment will send the report to the Administration Organization.
8. The Owner's report will be reviewed and if a follow up investigation or clarification is required the owner will be contacted regarding possible corrective actions that are required.
9. Copies of the findings will be sent to the complainant.