



# Complaint Submission Form

## OVERVIEW

As part of its responsibilities under the *Building Act*, the Building Officials' Association of British Columbia (Association) manages and investigates complaints about:

- building officials, plumbing officials or other persons making compliance decisions about building regulations on behalf of local authorities without the required qualifications; and
- local authorities that allow or require building officials, plumbing officials or other persons to make compliance decisions about building regulations on their behalf without the required qualifications.

This form must be completed to submit a formal complaint about a qualified building official, plumbing official, other person, or local authority contravening section 10(2), 10(3), or 23(2) of the *Building Act*.

All complaints are reviewed in a transparent, objective, impartial and fair manner.

The Association is committed to addressing complaints in a timely and efficient manner. Timelines will vary as complaints are investigated on a case-by-case basis in relation to the specific circumstances, complexities, and risk to public safety raised in the complaint.

Investigation findings may result in the Registrar issuing administrative penalties under the *Building Act*.

## INSTRUCTIONS FOR COMPLAINANTS

1. Contact Association staff to discuss your concern(s) and understand the complaints process. A complainant does not need to be a member of the Association.
2. Submit a completed Complaint Submission Form to the Association along with any other supporting documentation or information that you believe is relevant to your complaint.
3. Clearly describe how you believe the building official, plumbing official, other person, or local authority has contravened sections 10(2), 10(3) or 23(2) of the *Building Act*.



## SECTION 1 – COMPLAINANT INFORMATION

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
STREET CITY/TOWN PROVINCE POSTAL

Phone: \_\_\_\_\_  
PRIMARY ALTERNATE

Email: \_\_\_\_\_

## SECTION 2 – COMPLAINT DETAILS

Name of Building or Plumbing Official(s) who is/are subject of your complaint:

1. \_\_\_\_\_

2. \_\_\_\_\_

Date(s) of occurrence: \_\_\_\_\_

Local Authority in which complaint originates: \_\_\_\_\_

Please describe the nature and details of the complaint, including the timeline of relevant events, and attach supporting documentation to your completed complaint submission form.



Please identify the steps that you have already taken to resolve your concerns, including dates where possible.

Please describe the outcome you want to achieve by submitting a complaint with the Association.



### SECTION 3 – FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

This information is collected by the Building Officials' Association of British Columbia under 26(c) of the *Freedom of Information and Protection of Privacy Act* (FOIPPA) and will be used to administer and assess complaints and disciplinary processes in accordance with the *Building Act*. Should you have any questions about the collection of this personal information please contact the Executive Director of the Association [info@boabc.org](mailto:info@boabc.org) or 604-270-9516.

Information provided by the complainant is treated as confidential by the Association and will only be released to a third-party, including the respondent, with written consent of the complainant or if required under FOIPPA or another provincial or federal law.

### SECTION 4 – DECLARATION

I declare that the information provided on this form or submitted in support of my complaint is true and correct to the best of my knowledge and I have reviewed and understand how information I provide to the Association will be managed and used.

Signature of Complainant: \_\_\_\_\_ Date of Signature: \_\_\_\_\_

*Please submit your complaint by email:*

This form must be completed in whole and supported with other relevant documentation if available. The form and supporting information should be submitted to the Association at [info@boabc.org](mailto:info@boabc.org).