



# Complaint Submission Form

---

This form must be completed to submit a formal complaint about one or more qualified building or plumbing officials making compliance decisions that are outside of their regulated scope of practice(s) under the *Building Act* (Act).

Specifically, section 10 of the Act is contravened when:

- an individual makes compliance decisions about building regulations on behalf of local authorities without the required qualifications; or
- a local authority allows or requires individuals to make compliance decisions about building regulations on its behalf without the required qualifications.

All complaints received by the Association are assessed through the transparent, objective and fair process established in Association policy. Complainants and respondents both have opportunities to provide submissions and supporting documentation as part of the investigation process.

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

The results of investigations can result in the Registrar imposing administrative penalties for contraventions of the Act.

Complaints submitted under the Act must be focused on matters related to the qualifications and scopes of practice of individuals making compliance decisions on behalf of local authorities. The Registrar cannot address matters related to general conduct or competence, contractual disputes between homeowners and builders, make compliance decisions about construction or structures, or require repairs or remediation to homes or other structures.

## 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 section 10 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 Qualified Building or Plumbing Official(s) who is/are subject of your complaint:**

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

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

3. \_\_\_\_\_

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

**Municipality in which complaint originates:** \_\_\_\_\_

Please describe the nature and details of the complaint, including a timeline of relevant events and a description of the steps that you have already taken to resolve your concerns. You should include supporting documentation.



Please describe the outcome(s) you are hoping to achieve by submitting a complaint to the Association.

## SECTION 5 – 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 manage and administer complaints and penalties processes, including conducting investigations, under 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.

The Association is committed to administering a transparent and fair complaints process. For this reason, the Association is asking for your permission to identify you as the complainant to the respondent and other parties during the investigation of your complaint. Choosing to keep your identity confidential may affect the Association's ability to investigate your complaint.

I, \_\_\_\_\_, hereby allow the Association to identify me as the complainant during its investigation and management of the complaint that I have submitted to the Association.

Signature: \_\_\_\_\_

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



## SECTION 6 – 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 the 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 as a whole and supported with other relevant documentation if available. The form and supporting information should be submitted by email at [info@boabc.org](mailto:info@boabc.org).