



# Complaint Submission Form

This form must be completed to submit a formal complaint with the Building Officials' Association of British Columbia (Association) about an alleged breach of Rules of Professional Conduct or Code of Ethics by a member of the Association. The Rules of Professional Conduct and Code of Ethics are set out below.

All complaints are assessed by the Complaints Committee (Committee) through a transparent, objective, and fair process set out in the Act and Association bylaws. When reviewing a complaint, the Committee considers information submitted by the complainant(s) and provides the member(s) with an opportunity to respond to the allegations. An investigation may be conducted if the Committee requires more information to make a decision about the complaint.

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.

Based on its review, the Committee must dispose of the complaint by deciding to:

- forward the complaint, in whole or part, to the Discipline Committee,
- discharge the complaint without further action; or
- take some other action that is consistent with the bylaws.

The Committee will notify the complainant(s) and member(s) of its decision.

The Committee is restricted to making matters on decisions whether the actions of individual members are consistent with the Code of Ethics and Rules and Professional Conduct. The Committee has no jurisdiction over contractual disputes between homeowners and builders, and cannot require local governments, registered professionals, contractors, or other parties to take specific actions. The Committee also has no authority to issue monetary awards or penalties.

## INSTRUCTIONS FOR COMPLAINANTS

1. Contact the Association 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. Please include any supporting documentation or information that you believe is relevant to your complaint.
3. Clearly describe how you believe the member(s) have breached the Rules of Professional Conduct or Code of Ethics.



## SECTION 1 – COMPLAINANT INFORMATION

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

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

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

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

## SECTION 2 – COMPLAINT DESCRIPTION

Name of the Association Member(s) who is/are the subject of your complaint:

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_

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

Local Authority 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 identify the sections of the Rules of Professional Conduct or Code of Ethics, which are provided in sections 3 and 4 below, that you believe were contravened by the Association member(s).

### SECTION 3 – RULES OF PROFESSIONAL CONDUCT

- Rule 1:** No Member of the Association shall engage in any unlawful activity in the performance of the Member's duties as a Building Official or in the Member's relationship with others as an employee, officer, business partner or business associate.
- Rule 2:** No Member shall be guilty of any serious and improper action in the performance of his or her duties that brings discredit and/or embarrassment to other members of the Association.
- Rule 3:** A Member must discharge all duties owed to the Member's employer, the province, other members of the profession and the public, honestly, impartially, competently and without interference or undue delay.
- Rule 4:** No Member shall disclose to others or use to further his or her personal interest confidential information acquired during his or her official duties.
- Rule 5:** A Member should demonstrate personal integrity and assist in maintaining the integrity of the profession.
- Rule 6:** A Member should observe these Rules of Professional Conduct in spirit as well as in letter.



## SECTION 4 – CODE OF ETHICS

(1) The purpose of the Code of Ethics is to give general statements of the principles of ethical conduct in order that members may fulfill their duty to the public, the profession, and the members of the Association.

(2) All members shall always act with fairness, courtesy, loyalty and good faith to their associates, employers, and the public. They shall uphold the values of truth, honesty and trustworthiness and shall strive to safeguard human life and welfare and the environment in the performance of their professional duties. In keeping with these basic principles, members shall:

- (a) hold paramount the safety, health and welfare of the public, protection of the environment and promotion of health and safety.
- (b) uphold and advance the integrity, honor, and dignity of the Association.
- (c) strive to increase public awareness regarding the Association.
- (d) endeavor to extend public knowledge and appreciation of the relevance and importance of building regulations.
- (e) enhance the reputation of the Association by meeting high standards of public service.
- (f) provide impartial, courteous, fair, efficient, and effective service to the public.
- (g) keep themselves informed and up to date on current practices, to maintain their level of competence, strive to advance the body of knowledge under which they practice, and provide and take opportunities for the professional development of themselves and their associates.
- (h) conduct themselves in a manner which promotes the dignity and integrity of the Association.
- (i) maintain devotion to high ideals of personal honor and professional integrity.

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 administer complaints and disciplinary processes in accordance with the *Building Officials' Association 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 fair and transparent complaints process. The Complaints Committee 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 effectively investigate your complaint.

I, \_\_\_\_\_, hereby allow the Association to identify me as the complainant during its review and investigation 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).