Complaint Submission Form

This form may be used to submit a complaint about the professional competence or conduct of a current or former Building Officials' Association Of British Columbia (Association) Member. It is intended to help the Association obtain sufficient information to assess the complaint and determine the appropriate next steps.

You do not need to complete every question if the information is unknown or not applicable. You may attach additional pages or supporting documents as needed. Please email the completed form and supporting documents to info@Association.org.

Complaints are handled in accordance with the *Building Officials' Association Act* (Act), the Bylaws, and the Complaints and Investigations Policy and Procedure.

1. **Complainant Information.**

   Full name: _____

   Address: _____

   Email: _____

   Telephone: _____

   What best describes you? (Select one)

   ☐ Property Owner

   ☐ Member or Former Member

   ☐ Registered Professional

   ☐ Builder / Contractor / Subtrade

   ☐ Other (please specify): _____

2. **Respondent Information (Who is the complaint about).**

   Name of the Member(s) or former Member(s): _____

   _____

   Contact Information: _____

   Local Authority, Authority Having Jurisdiction, employer, or organization, if known:

   _____

3. **Is the complaint related to a particular building, property, or project?**

   ☐ Yes

   ☐ No

   If yes, provide the relevant details, if known:

   Property or project address: _____

   Project type: _____

4. **Please describe your complaint, including the circumstances leading up to it, relevant dates, and any actions or omissions that believe may constitute a breach of either the Act, the Bylaws or applicable professional standard in the Code of Ethics.**

   You may use point form or attach a separate document.

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5. **If known, identify any provisions of the Act, the Bylaws, or the professional standards set out in the Code of Ethics that you believe the Respondent may have breached.**

   For ease of reference, the Code of Ethics is reproduced verbatim at the end of this form, retaining the original numbering used in the Bylaws.

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6. **What documents or other evidence are you providing in support of your complaint?**

   Please list each supporting document using its exact file name and briefly describe its relevance to the complaint. Examples include communications, inspection reports, photographs, plans, permits, and decisions.

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7. **Have you raised this matter with another person or organization, or has it been or is it being addressed through a legal, regulatory, or other formal process?**

   ☐ No

   ☐ Yes (please provide brief details, including any outcome or current status, if known):

   _____

   _____

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8. **What do you hope will happen as a result of this complaint? Is there anything else you would like the Association to know?**

   Please note that the Association determines the appropriate action in accordance with the Act, Bylaws, and applicable policies. A particular outcome cannot be guaranteed, and the Association cannot require the Respondent or other parties to take specific actions. For more information about possible complaint outcomes, please visit our Complaints Page.

   _____

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9. Are you requesting that the Association consider keeping your identity confidential to the extent possible?

Confidentiality requests are considered on a case-by-case basis. Confidentiality cannot be guaranteed where disclosure is required by law, necessary for procedural fairness, or where your identity could reasonably be inferred from the circumstances.

☐ Yes

☐ No

If yes, please explain why:

_____

_____

_____

10. Acknowledgement and Signature

By signing below, I confirm that the information provided is true and accurate to the best of my knowledge and belief. I understand that:

- the Association will assess the complaint in accordance with the Act, the Bylaws, and the Complaints and Investigations Policy and Procedure;
- information provided, including this form and supporting documents, may need to be shared with the Respondent or others as necessary to address the complaint and ensure procedural fairness;
- submitting a complaint does not guarantee an investigation or a particular outcome; and
- the Association may contact me for further information.

Full Name: _____

Signature: _____

Date: _____

Collection Notice: The information collected through this form will be used and disclosed as necessary to assess and address the complaint and administer the complaints and investigations process, in accordance with the provisions of the *Freedom of Information and Protection of Privacy Act.* For questions about the collection or use of personal information, contact the Building Officials' Association Of British Columbia at info@Association.org or 604-270-9516.

Part 9 – Member Ethics & Conduct

47. Code of Ethics and Professional Conduct

47.1. The Code of Ethics establishes principles to guide the professional decision-making and conduct of Members or former Members when they are or were performing one or more of the following functions: building inspection, plan review and/or the administration of Building Regulations.

47.2. Members must comply with the Code of Ethics in letter and its spirit or intent.

47.3. Any Member who holds a certification or designation issued pursuant to sections 18 and 19 shall comply with the Code of Ethics pursuant to section 10(q) of the Act.

47.4. Members must review the Code of Ethics and confirm their commitment to comply with it annually.

47.5. In accordance with the Code of Ethics, Members shall:

47.5.1. hold paramount the safety, health, and welfare of the public, including the protection of the environment and property;

47.5.2. perform professional duties and responsibilities competently, diligently, and in a timely manner;

47.5.3. conduct themselves with honesty, fairness, and courtesy in the performance of professional duties;

47.5.4. respond to notices, inquiries, and requests from the Association by any deadline established by the Association;

47.5.5. have regard for the common law and any applicable provincial or federal enactments in the performance of professional duties;

47.5.6. have regard for Policies, standards, and guidelines issued by the Association;

47.5.7. practice within the scope permitted by the qualifications, certifications, or designations that they hold;

47.5.8. maintain competence in fields relevant to their credentials and professional duties;

47.5.9. contribute to advancing knowledge and understanding of Building Regulations;

47.5.10. refrain from conduct that the Member knows, or reasonably ought to know, will bring the Association or its Members into disrepute;

47.5.11. avoid situations and circumstances in which there is a real or perceived conflict of interest and ensure that conflicts of interest, including perceived conflicts of interest, are properly disclosed and necessary measures are taken so a conflict of interest does not influence the performance of professional duties; and

47.5.12. protect personal information and never use confidential information obtained through professional duties to further personal interests.