

Complaint Form

This form is to be used to assist in supplying details regarding a complaint about a Chartered Professional Accountant of British Columbia (CPABC) member, former member, firm, former firm, or student. Please provide as much detail as possible to ensure we have adequate information to evaluate your concerns. If you have any questions about this form or our procedures, please contact Professional Conduct via email at professionalconduct@bccpa.ca.

Contact Information of Person Filing the Complaint – please print or type

Mr. Ms. Mrs. Mx. Other _____

Surname: _____

First Name: _____

Company Name*:
**If complaining on behalf of an organization* _____

Position: _____

Address: _____

Contact Number(s)*:
**Indicate if number is home, business or mobile* _____

Email Address: _____

Please provide address for correspondence in connection with this complaint if different from above:

Address: _____

Information on CPA Member, Former Member, Firm, Former Firm, or Student – If known

Mr. Ms. Mrs. Mx. Other _____

Surname: _____

First Name: _____

Firm Name: _____

Address: _____

Contact Number(s)*:
**Indicate if number is home, business or mobile* _____

Email Address: _____

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Details of Your Complaint

What is your relationship to the CPA Member/Firm/Student? (e.g. client, employer, employee, etc):

Is your complaint about: Accountancy related work Conduct outside of work
Other _____

Is this complaint the subject of a current legal dispute and/or proceeding? Yes No

What is the Complaint?

Please attach your statement, set out in chronological order, reflecting the circumstances surrounding the complaint. Describe the situation as clearly and precisely as possible. You must tell us what you believe was done wrong and when (giving dates) or what the member/firm/student did that requires investigation. Please include documents (evidence) to support your complaint and any additional information you feel would be helpful.

Have you already raised this complaint with the individual or firm in writing? Yes No

Please explain what steps you have taken to resolve your complaint informally or formally with the member/firm/student? Please include all relevant dates and tell us what the current status is*.

**Attach a separate sheet if more space is required*

Details of any other organizations involved (that you have complained to about this matter):
If you have written a formal letter of complaint to anyone else regarding this same complaint, please indicate names and/or let us know whether you intend to copy this to anyone else*.

**Attach a separate sheet if more space is required*

Complainant Declaration and Acknowledgment

Privacy Acknowledgement:

CPABC has an obligation under the *Chartered Professional Accountants Act* (“CPA Act”) to receive, investigate and respond to complaints made against its members and to do so in accordance with the principles of fairness. This means that complaints, evidence and other information that you supply in support of your complaint may be shared with the CPA member/firm/student against whom your complaint is made or with witnesses or other third parties who are involved in an investigation or proceeding. In the course of investigating your complaint, third parties may also provide us with personal information about you that will form part of our investigation file.

By submitting your complaint, you acknowledge that your identity, this form, the details of your complaint and any information that you supply or that we receive in relation to the complaint and investigation may be collected, used and disclosed as described above and without further notice to you.

Collection Notice/ Privacy Disclosure Statement:

Any of your personal information contained in this form or otherwise collected by CPABC in connection with your complaint is collected under the authority of the *CPA Act* and sections 26(a),(c) and (e) of the *Freedom of Information and Protection of Privacy Act*. This personal information may be used to communicate with you, to investigate and follow up on your complaint, to discharge our obligations under the CPA Act and other applicable laws, and for related quality assurance purposes.

Should you have any questions or **concerns** about the collection or use of your personal information, please contact Professional Conduct, 800-555 West Hastings Street, Vancouver, BC, or via email at professionalconduct@bccpa.ca.

Declaration for Complaint:

I declare to the best of my knowledge and belief the information and documents provided are true and correct.

I understand that CPABC cannot order compensation to me or redress from a CPA member, former member, firm, former firm, or student.

Complainant Signature:

Date:

Notes:

1. This complaint form must be signed and filled out as completely as possible. Incomplete or unsigned forms may be returned to you.
2. Once completed, you may send your complaint package via email to professionalconduct@bccpa.ca,** or by mail marked “private and confidential” to:

Chartered Professional Accountants of BC
Professional Conduct
#800 – 555 West Hastings Street
Vancouver, BC V6B 4N6

** Email is not a secure mode of communication. By emailing CPABC, you assume the privacy risks associated with email and consent to CPABC using email to communicate with you and other parties in the investigation process.