

Professional Home and Property Inspectors of Canada

MEMBER COMPLAINT FORM

This form should be completed if a member has not responded to your complaint or if your complaint remains outstanding.

The Professional Home and Property Inspectors of Canada's objectives include ensuring that our members adhere to National Occupational Standards and their professional responsibilities, as well as respond promptly to complaints.

The Discipline Committee is interested in determining if there is a problem with the conduct or competence of our member, in which case the member may be required to attend a Hearing and respond to the complaint. Please note that the Discipline Committee does not mediate disputes, impose settlements, nor provide an opinion on the alleged negligence of our members suitable for other proceedings.

Please note that handling of complaints typically requires several months. All communications with the Discipline Committee must be in writing only. Please complete the form and mail it to the Professional Home and Property Inspectors of Canada 'Discipline Committee', 1150-45 O'Connor St., Ottawa, ON K1P 1A4. Please attach two copies of any inspection report, photographs or documents which substantiate the complaint. Please do not send original documents as submitted documents cannot be returned. A copy of this form will be forwarded to our member. The member will be provided with an opportunity to respond to your complaint in writing. The Discipline Committee shall then determine if your complaint merits disciplinary sanctions against our member.

Please also note that the investigation of a complaint related to conditions missed or misreported may require that the member be permitted to re-inspect the property.

Complainant's Name:

Address:

City:

Province

Postal Code:

Home Tel:

Business Tel:

Cellular:

Fax: E-mail:

PHPIC Member's Name:

Company Name:

Date of Inspection or Incident: mm / dd / yy

Date Member was notified of Complaint: mm / dd / yy

Details of Complaint:

Please attach an additional page if more space is required

Complainant's Signature _____

Date _____

All correspondence should be mailed to: PHPIC Discipline Committee
1150-45 O'Connor St., Ottawa ON K1P 1A4

For further information, please call : 1-888-887-4742 or Email: admin@phpic.ca