



COMPLAINT FORM

Completed form can be faxed to 1-866-804-4617 or mailed to our office at
283 Danforth Avenue, Suite 482, Toronto, On M4K 1N2

PROCEDURES FOR A CONSUMER COMPLAINT

Nature of Complaint

Complaints will only be reviewed under the following circumstances:

1. Complaint must be in writing with the following reason(s)
 - a. Breach of Code of Ethics – name the part of the Code Breached
 - b. Incompetence
 - c. Unethical Behaviour

2. Substantiated by supporting documentation in regards to each allegation

Complaints regarding over billing will not be reviewed or accepted as a valid complaint. Billings are between the Consumer & Member only and do not include the CBA

Procedure:

1. Complaint reviewed to determine validity
2. Acknowledgement sent to Consumer filing complaint and if necessary requesting additional information
3. Copy of complaint and supporting documentation sent to Member by registered mail requesting a defense 14 days after receipt
4. CBA Board of Directors will review the complaint and determine by a majority vote if the member should be suspended until the review is completed.
5. If no defense received by the Member within 14 days of receipt of letter and/or any response, the member will be immediately suspended.
6. The CBA Board of Directors will review both the complaint and defense of the member within 14 days of being received.
7. The CBA Board of Directors will advise both parties in writing sent by email and/or fax the decision of the Board.
8. Decision of the CBA Board of Directors will be binding to both parties.



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1 > YOUR INFORMATION

NAME _____

BUSINESS NAME _____

BUSINESS MAILING ADDRESS _____

CITY _____

PROVINCE _____ POSTAL CODE _____

TELEPHONE _____ FAX _____

EMAIL _____

2 > MEMBER INFORMATION

NAME _____

BUSINESS NAME _____

BUSINESS MAILING ADDRESS _____

CITY _____

PROVINCE _____ POSTAL CODE _____

TELEPHONE _____ FAX _____

EMAIL _____

3 > YOUR COMPLAINT

Please describe in as much detail as possible how the CBA's Code of Ethics have allegedly been breached by the Member noted above. Supporting documentation to substantiate each allegation must be attached for action to commence. If space here is insufficient, please attach additional sheet(s). Your complaint will be acknowledged upon receipt.

Unethical behaviour Incompetence Breach of Code of Ethics

4 > ENDORSEMENT AND SIGNATURE OF COMPLAINANT

I hereby make a formal complaint as outlined in this document and any attached documents against the CBA Member named herein. I understand that this complaint will be presented to the Member in order for them to prepare a defence to the Board of Directors. The CBA Board will evaluate the complaint and defence without prejudice and it is agreed that the complainant and the CBA Member will each respect any decisions or resolutions by the Board of Directors.

SIGNATURE _____ DATE _____