



3.07 Complaints

Approved:2017-11-21

Latest Revision Date: 2018-03-08

Review required: 2022

Intent

To describe how complaints against members and former members are handled.

Policy and Procedures

SBOA will take appropriate steps to respond to complaints that a member or former member has violated the **Code of Ethics** or the **Code of Conduct** (see [1.02 Code of Ethics](#) and [2.01 Volunteer Qualifications and Responsibilities](#)).

Complaints against members or former members must be submitted to the President or Secretary in writing, contain a clear and concise statement including dates outlining the alleged violation, and be signed by the complainant. A complainant need not be a member of SBOA. Anonymous complaints are not actionable. The identity of the complainant will be confidential, except when the complainant waives confidentiality in writing, or where disclosure is necessary for purposed of investigating or taking disciplinary action, or where required by law.

Complaints are directed to the Membership Chair. The President or Membership Chair will initially contact the complainant to discuss ways to resolve this complaint. If the complaint is not resolved, the complainant is informed about steps in the SBOA investigation and discipline process and the possible need to identify them to the member or former members who is the subject of the complaint.

Complaints are investigated by a three-person Complaint Subcommittee of the Membership Committee appointed by the Membership Chair. The Complaint Subcommittee will complete its investigation and submit a report to the Board of Directors within 120 days after the complaint is submitted.

The Complaint Subcommittee will complete an investigation by taking the following steps:

- Notify the member who is the subject of the complaint in writing that:
 - a complaint has been submitted, including particulars of the complaint but not the identity of the complainant unless waived or necessary or required as noted previously,
 - an investigation is being started,
 - the member has 30 days to respond or comment in writing.
- Examine all records, which are reasonably available, relating to the complaint.
- Refrain from inquiring into or interfering with practices or policies of a government, corporation or association unless the organization agrees to the inquiry or interference.
- Determine if there are reasonable and probably grounds for a complaint. The Subcommittee is not required to hold a hearing or to afford any person an opportunity to make oral submissions before making a recommendation.

- Within 90 days of receiving the complaint, provide a written recommendation with reasons to the Board of Directors that:
 - the matter be referred, in whole or in part, to a Discipline Committee,
 - the matter be referred to third-party dispute resolution,
 - the matter be resolved through informal discussion between the complainant, the member and one member of the Complaint Subcommittee, or
 - the matter be dismissed.
- Send the complainant and the member a copy of the written recommendation.

Application

SBOA members, Membership Chair, and Complaint Subcommittee.

Notes

Based on information from BOABC, MBOA, NBBOA and NSBOA bylaws and policies.

Based in part on 2007-05-28 SBOA Certification Policy 3C - Public Complaints Against People who are within the Provincial Certification Program (recommended for compliance with CAN-P-9 that was reissued as ISO/IEC 17024:2012). Required for compliance with ISO/IEC 17024:2012 "Conformity Assessment - General requirements for bodies operating certification of persons, 9.7.2."