

PROCEDURE: Member Complaints

1. Introduction: Complaints about CHBA members are dealt with according to the Canadian Home Builders' Association Code For Disciplinary Action. Upon receipt of a notarized written copy of the complaint along with the requested remedy, CHBA's Executive Officer will communicate the complaint to the respondent member in question, and encourage the member to resolve the complaint informally with the complainant. After thirty (30) days, if the matter remains unresolved, the CHBA board shall appoint a Professional Conduct Review Committee (the "Review Committee").
2. The duties, powers and responsibilities of the Review Committee are as follows:
 - a. To consider any complaint about the professional conduct of a Member that is verified by a statutory declaration or similar sworn statement;
 - b. To conduct an investigation of any Member whose conduct is, in the opinion of the Board, contrary to CHBA's Bylaws, the Code of Ethics, or has otherwise been negligent, unethical, unprofessional or incompetent; and
 - c. Such other duties and/or powers as determined by the Board.
3. Upon receipt of a complaint or the results of an investigation, a copy of the complaint or investigation, as the case may be, will be provided to the Member together with a request to file a response to the Review Committee within thirty (30) days from receipt of the complaint or investigation.
4. Upon receipt of a response, or where the Member in question does not respond within the thirty (30) day period, the complaint or results of the investigation will be considered by the Review Committee who will then make a recommendation to the Board.
5. In rendering its decision, the Review Committee shall make written recommendations to the CHBA board for final approval. Such recommendations shall determine the appropriate disposition of the Complaint. If the Review Committee determines action is required, potential recommendations may include membership resignation, termination, probation and/or revocation for the complaint respondent.