

### **COMPLAINT PROCEDURE OVERVIEW**

**The Safety Codes council has developed the following procedure for filing and investigating complaints:**

*(To assist in the preparation of your complaint, a formal complaint form is attached)*

- Except in the case of imminent serious danger, complaints must be in writing and addressed to the Administrator, who will in turn forward the complaint to the Complaints Investigator
- The complainant must provide their name, address and phone number
- They must provide the name of the accredited organization and/or safety codes officer involved and information about the nature of their complaint
- In most cases your complaint will be acknowledged within (5) business days
- The Administrator or the Complaints Investigator may contact the complainant to discuss their concern or to obtain additional information before proceeding with an investigation.

*\*Anonymous complaints may be investigated at the discretion of the Administrator or the complaint investigator.*

#### **If the Complaint Investigator decides to proceed with an Investigation:**

- The Complaint Investigator will contact the accredited organization and/or safety codes officer involved and advise them of the complaint
- The accredited organization and/or safety codes officer will be given a specified amount of time to respond to the complaint
- The complaint investigator may share the accredited organization and/or safety codes officer response with the complainant
- The complainant and the accredited organization and/or safety codes officer may be asked for additional information about the incident(s) as the investigation progresses, plus the names and contact information of any individuals who may have first-hand knowledge of the matter being investigated.
- The complaint investigator may contact these individuals or another third party for the relevant information.
- The complaint investigator may ask to meet with one or more of the interested parties.

**At any time, the Administrator or the complaint investigator can discontinue a complaint investigation if it is thought to be frivolous, an abuse of process, or if it is outside the Council's jurisdiction.**

Once satisfied there is sufficient information to make a decision, the complaint investigator will conclude the investigation with a report to the Administrator. The Administrator may:

- Dismiss the complaint;
- Take any action allowed under the SCA
- Take other action which the Administrator considers appropriate
- Advise the complainant in general terms, the outcome of the investigation

**COMPLAINT INVESTIGATION FORM**

Please complete this form if you have a complaint or concern involving an Accredited Municipality or Corporation or Regional Service Commission or an Agency, a Safety Codes Officer, a Permit Issuer or a Master Electrician that is acting under the Authority of the Safety Codes Act and its Regulations. Please complete all sections of the form and return it to the Safety Codes Council, Administrator of Accreditation for processing.

Before completing this form, review the information fact sheet on the Safety Codes Council web-site regarding complaint protocol. (<http://www.safetycodes.ab.ca>)

All reasonable steps will be taken to investigate your complaint. The investigation may be discontinued if it is thought to be frivolous, an abuse of process, or it is outside the Council's scope of jurisdiction.

It should also be noted that the Safety Codes Council has no jurisdiction over any fees or fee disputes. The Safety Codes Council does not award monetary damages or compel payment of monies at the conclusion of an Investigation.

- After your initial complaint, you may be asked to provide further information as part of the investigation process.
- Please realize that the investigation of your complaint may take a substantial amount of time to be completed.
- Complaints are prioritized on the risk to public safety.
- You will be advised of developments throughout the investigation

**Contact Information:** *Fields marked with an (\*) must be completed.*

\*Your Name: \_\_\_\_\_

\*Address: \_\_\_\_\_

\*Contact Number: \_\_\_\_\_ Email: \_\_\_\_\_

**Information regarding your complaint:**

\*Municipality where your complaint originates:

\*Date of occurrence:

Specific location if applicable:

\*Name of accredited organization:

Address of this organization:

Phone #

\*Name of the safety codes officer involved:

Name of the organization employing the safety codes officer:

Phone #



# Safety Codes Council

**\*Please describe the nature of your complaint, use additional paper as required:**

**\*Please advise what you wish to accomplish through the investigation of your complaint:**

## Personal Information - Privacy

The personal information in this document is collected under authority of Sec. 58 of the SCA and Sec. 7(1) & (2) of the Administrative Items Regulation to aid in the processing of your complaint.

## Declaration and Acknowledgement

I, the undersigned, acknowledge that the details outlined in this form, including personal information, may be made available to the subject of your complaint for investigation purposes, unless constrained by the FOIP Act, with the intent to correct a problem through remedial action. I declare that all the information on this form and its attachments are true and correct.

**\*Signature:** \_\_\_\_\_

**\*Date:** \_\_\_\_\_

Please send this completed form, along with any accompanying documentation that you have to support your complaint to:

Safety Codes Council  
1000, 10665 Jasper Ave., NW,  
Edmonton Alberta T5J 3S9  
Att: Administrator of Accreditation  
[complaints@safetycodes.ab.ca](mailto:complaints@safetycodes.ab.ca)