
Discipline and Enforcement Transparency Review Team Report

December 2008

Report

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1.0 Review

The ABCFP is both authorized and required by the *Foresters Act* to maintain discipline among its members with respect to conduct and practise. It must also enforce the *Foresters Act* with respect to unauthorized practise by non-members.

Part of the ABCFP's strategic plan is to improve its discipline and enforcement (D&E) efforts. Accordingly, council established a D&E Transparency Review Team (the team) to examine the fundamentals of its D&E processes in order to make recommendations for improving transparency. Council is charged with deciding whether to implement the recommendations made by the team.

The team undertook three distinct tasks.

1. We reviewed the ABCFP's D&E processes;
2. We compared the processes with those of three other professional organizations; and
3. We conducted a member survey to solicit input about the transparency of the ABCFP's D&E processes.

What is transparency?

In addition to effectively dealing with D&E and related complaints, the processes must also be transparent, that is, allow for the all the parties to understand the steps and timing of the D&E processes. The processes must inform the various parties of what can happen and when. The parties include the subject member, the complainant, the public, and the membership of the ABCFP.

To most people transparency is really about knowledge.

A transparent process provides the information or knowledge of:

- The process and possible outcomes;
- When a complaint is filed;
- What the nature of the complaint is;
- Who is involved;
- What is the result of the process and the reasons for that decision; and

- When information can be appropriately shared.

2.0 Results

2.1 Review of the Existing ABCFP D&E Processes

The ABCFP could improve on both the substance of, and communication about, its D&E processes, the number of cases, and the outcomes of these cases. There have been recent improvements in this area but more can be done (see recommendations section).

The ABCFP is a self-regulating profession. This self-regulation is granted by government in the public's interest. To safeguard that interest, the ABCFP has a complaint and discipline process to administer complaints about professional conduct and practise. The roles that the subject member, complainant and the ABCFP have in the process must be understood by all.

When there is an outcome at any milestone in the process including the conclusion, all parties should be advised of the outcome and the reasons for it. This situation does not mean that the same level of detail is provided to each of the complainant, subject member, the ABCFP membership and the public. Transparency cannot compromise the rights of subject members to a fair investigation. There remains a need for confidentiality in the process.

For example if there are no grounds for discipline, the identity of subject members should be confidential. In such cases the complainant should still be given sufficient reasons to understand that decision. Furthermore, the public and ABCFP also should be informed as to the general outcome and the reason for it.

The team reviewed the D&E processes as well as the *Foresters Act* and ABCFP Bylaws in order to make recommendations for improving the transparency to members, complainants, and the public.

The existing processes contain the following key components:

- Once a complaint is filed, the ABCFP website notes that there is a complaint but no details are provided.
- Subject members are advised of the complaint, given a copy and can respond.
- The complainant does not receive a copy of the subject member's response.
- The complaint and response are reviewed by the Complaints Resolution Committee (CRC).

- The registrar updates the subject member and complainant of the progress of the investigation or process.
- Complainants are involved in the process as dispute resolution efforts require their agreement. If the complaint is investigated, complainants are interviewed by the investigation committee (unless completely anonymous) for their evidence and views.
- If no grounds are found by the investigation committee (IC) – the complainant and subject member are given copies of the IC report.
- If grounds are suspected by the investigation committee, the subject member gets a copy of the IC report - the complainant does not.
- The IC report is not a published document.
- Until recently, if a case was dismissed, no information about the case other than the identifying case number was made public. Recently the ABCFP stated it would summarize the reasons for the dismissal of the complaint. The ABCFP will post a general description of the complaint and the reasons for the decision on its website.
- If a citation is issued by the ABCFP, it publishes the decision but has traditionally withheld the identity depending on a number of factors. The rationale for that decision is often included in the publication.

2.2 Review of Other Professional Organizations

The team reviewed the processes and procedures from three other professional organizations. We have focused the comments below on the key items and issues involved in transparency of the processes used by the other organizations.

College of Registered Nurses of BC

The college's process is defined by the *Health Professions Act*. The Act was amended in May 2008. The amendment dictates what exactly the college has to make available to the public. In terms of transparency, the Act explicitly defines the requisite disclosures.

In terms of discipline, the cornerstone of the college's process is dispute resolution. This is reflected in what is published on its website.

The key findings are:

- The Act requires public notification and this is accomplished by publishing

information on the website.

- Publications include any actions taken under the Act such as an action, a consent or undertaking, consent order or determination. Such information requires public notification of the name of the registrant of whom the action was taken, a description of the action taken, and the reasons for the action taken.
- There are specific circumstances where the discipline committee must direct the above information be withheld. For example, information is withheld if the inquiry committee or discipline committee considers it necessary to protect the interests of the complainant or if the complainant has requested anonymity.
- If a determination concludes that the subject member suffers from a physical or mental ailment, an emotional disturbance, or an addiction to alcohol or drugs that impairs his/her ability to practise the designated health profession, the public notification has to consider several factors. Public notification will still occur but only if the committee is satisfied that complainant's interest is not prejudiced by the public notification or where the public interest outweighs the privacy interests of the subject member. The *Health Professions Act*, Section 39.3 (4) is very clear that the Inquiry Committee must direct the registrar to withhold all or part of the information they would otherwise disclose if the information could reasonably be expected to identify the registrant or personal health information of the registrant. In the case of a determination by the Discipline Committee the information must not be withheld unless the Committee is satisfied that the privacy needs of the registrant outweigh the public interest.
- The college publishes professional conduct notices that include name and registration status. The public notices now include the name, registration number, a description of the action taken and the reasons for the action taken.
- The college publishes complaint resolution summaries that identify issues and resolutions – with no names.
- During the investigation process the complaint information is confidential until resolved or actioned.
- The status of an investigation is not available to the public until the process is complete.
- Employers have a duty to report to the college (e.g. in cases of termination or in cases where the registrant resigns from employment during a process to

address any unsafe or incompetent practice).

- Hearings are open to the public but they have not had a hearing in years (11).
- If a member has agreed not to practise or is ordered so, the college monitors the registrant's actions.
- The process is almost completely staff driven and majority of complaints are resolved within six to eight months. Public complaints generally take longer.

Law Society of British Columbia

- The complainants are actively involved in the process from beginning to end and they are given the opportunity to respond to all responses received from the member.
- Complainants and members are surveyed afterwards for feedback on the process.
- Names are published when there are conditional admissions, citations issued, notices of hearing.
- They have rare exceptions to publishing where the identification of the member would do grievous harm to the individual (for example where a member has one large client and publishing the name would cause the client to fire the member).
- If a complaint is known to the public the society is entitled to confirm its existence, its subject matter and its status.
- The society does not publish names of others involved in the case (witnesses and clients).
- The process has many options for discipline including letter of admonishment (reprimand); fireside chat; conduct meeting; staff drives the process and recommends to the discipline committee how to resolve the case. Usually the committee agrees with the staff recommendations.
- Their website includes a comprehensive diagram that outlines the disposition of all complaints for each year and a history of complaints going back over many years.
- Witnesses are also told the outcome of agreements from formal hearings.

- Enforcement of unauthorized practise is complaint driven.
- About 80-90% of cases are resolved at the staff level and most are resolved under 180 days.

Association of Professional Engineers and Geoscientists of British Columbia

- APEGBC publishes Notices of Inquiry (with names and details of the alleged misconduct) once the member rejects a Consent Order offer and all outcomes of discipline cases (agreements or hearings) are published with full details except third-party information. The only exception to naming a member would be where the facts of the case would harm a third party (like criminal cases)
- Once a complaint is accepted the complainant cannot stop the inquiry, prevent a resolution or force an inquiry.
- They do not currently publish summaries of complaints that do not result in a stipulated order or an inquiry but intend to do that with cases that they feel would be instructive to the membership. An article is about to be published on the rise in complaints and discipline relating to discourtesy.
- Complaints against council or committee members are immediately referred to a designated member appointed by the registrar for handling such cases. The complaint is then considered hands off from APEGBC staff.
- If the Investigation Committee determines the case shouldn't proceed to inquiry they can recommend practice improvements but these are non-binding. The letter of recommendation may contain a warning about repeat behaviour.
- Where they have a case for discipline the Investigation Committee issues a Notice of Inquiry, which contains the allegations of unprofessional conduct and then forward the Notice to the Discipline Committee. Prior to the hearing, the Reviewing Member(s) of the Discipline Committee will review the file and make an offer to settle in the form of a Consent Order. This order is offered to the subject member to resolve the complaint without a hearing. These orders are not negotiable.
- APEGBC resolves almost all cases through Consent Orders that are developed by the discipline committee. If the subject member doesn't agree to the order, the case generally proceeds to hearing.
- Act amendments introduced in May 2008 now provide the possibility of an Alternate Consent Resolution bylaw. A bylaw has not yet been approved but they had their first mediation in October 2008 and will be using that experience

to develop a bylaw.

- APEGBC has a very easy to understand flow chart outlining the process for their members and the public.
- APEGBC has a Question and Answer article in its magazine about ethical and practice issues.
- Cases normally can take up to 18 to 24 months and in complex cases even longer.
- To enforce their rights to practise and title, APEGBC staff monitors select publications for advertisements. Staff watch for professional titles and target problem areas to let engineers know they need to be registered (e.g. oil and gas engineers in BC mostly come from Alberta but need to be registered in BC).

3.0 Member Survey

The team conducted a member survey to solicit input about the transparency of the ABCFP D&E processes. The member survey was in two parts that are included as appendices to this report. The first part of the survey asked the members whether they agreed or disagreed with statements regarding the discipline and enforcement systems. The results from this are summarized in the attached tables.

The statistics indicate that of the members who completed the survey:

- 86% think discipline and enforcement is an important activity for the ABCFP.
- 74% know how to file a complaint.
- 63% believe they have a good understanding of the discipline process.
- 76% agree or strongly agree that they know where to seek help or advice on professional conduct or practice issues.
- 84% want complaints and their disposition available on our website.
- 86% want information from past cases available on our website.
- 39% think the website does a good job on informing about how and when to file a complaint.
- 33% are familiar with the website information on discipline cases.

The second part of the survey asked members for their personal comments on the systems and processes and for their comments on how to improve them.

Opinions were not limited to the transparency of the processes but also ranged from comments on the effectiveness of the processes, views on their biases, and opinions that the ABCFP does not discipline members.

While such comments on the effectiveness may be considered outside the scope of this report, what is important is that such perceptions can be grounded in the transparency of the ABCFP D&E processes and communications. That is, if information on the type of complaints, nature of specific complaints and reasons for discipline and enforcement decisions are not readily available and understandable, then the membership (and public) may conclude that the processes are at best ineffective and at worst secretive.

The subjective comments illustrate the breadth of opinions members expressed on the survey. Regardless of the statistics indicating satisfaction or dissatisfaction with the process, the comments are instructive on the best and worst concerns. For this reason we have included all the comments as an appendix. The team has highlighted the following specific statements from the survey as background to our recommendations:

1. No confidence in the system:

- Perception that the ABCFP won't even hear the case and if they do, it will take years of time and energy for them to brush it aside.
- Discipline case I have read so far, turns out to be at worst, a minor lapse in good judgment by a member blown out of proportion by the ABCFP's desire to prove we are policing our own.
- Lack of support for complainants in preparing and submitting a complaint.
- Covering up the "old boys" mistakes and pleading ignorance of problems is done well.
- I think you do a stellar job of crucifying young, defenseless professionals who misuse the term Forester, or steal gas.
- If you want to influence change look at the Captain not the one shoveling coal in the boiler room

2. Anonymity and fear of repercussions:

- If a complaint is made to the ABCFP, then the person that made the complaint should not be allowed to remain anonymous. This should be especially in the case where the person that has made the complaint has not made any effort to confront the individual they are complaining about.
- Concern about a counter complaint of unprofessional conduct if it is determined that my evidence is insufficient

3. Communications:

- The Website could highlight key points as a general reminder to members to refresh on the latest direction.
- Cases need to be learning opportunities for members and examples of the Association's commitment to professional oversight of its members. Increasing the transparency to both the public and its members needs attention.
- More time defining what is good / bad practice. Professional practices can be broadly interpreted depending on your position (what is good/bad). If it is not a contravention against legislation then is it 'good practice'?
- When is a member obligated to proceed with a complaint? The Ethics bylaw says something like "if a member believes there MAY have been..." Does this mean that unless a member is certain there was not a breach they are obligated to proceed?
- Provide a list of examples of issues that would or would not be considered as valid.
- The disposition of the cases is very important to me - what can I learn from other's mistakes and how can I avoid the practice 'traps' that professionals can find themselves in when trying to balance (often competing) values and interests.

4. Speed up the process:

- The complaint process needs to be more streamlined, more accessible and the ABCFP needs to develop policies and bylaws that create a process whereby the association acts as more of an arbitrator than a punitive body.

- The ABCFP should not rely on membership to turn in other members. It should either get the adequate resources to police it or change its thinking and not have membership turn-in as a corner stone of its policy.

5. More proactive work by the ABCFP:

- Additional process to the formal complaint process may include random audits, or an informal complaint system or working with various staff who see a lot of professional submissions who are able to monitor and comment on submissions.

- When people phone for advice - don't hide behind process and brush them off. Pay attention, listen, provide some good advice - and hey - maybe even follow up and see how they're making out with things.

- Holding professionals accountable against minimum legal requirements is what MFR is doing, and if the ABCFP is merely doing the same, one of the two organizations is redundant. The ABCFP should hold members accountable against best management practices resulting from and changing with the most current science available.

4.0 Recommendations to Council

The team makes the following recommendations to council. The recommendations are divided into two groups. The first set of recommendations deals with improving transparency and the second set deals with improving our processes. Acting on the second set will help to improve the efficiency and effectiveness of our work in discipline and enforcement.

A. Recommendations for Improving Transparency:

1. Develop a standard complaint form. Key components of the complaint form will include identification of the remedy sought; reference to the specific allegations of breaches of the Act and/or bylaws; reference to the complainant's obligations for discussion with the subject member where appropriate; reference to when it is not appropriate or required to have a discussion with the subject member; also note that the registrar should be contacted prior to submitting a complaint to explore options for resolving the issues and to ensure that the particulars of the complaint are as clear as possible.

2. Develop a standard complaint process bulletin describing options to resolve issues before submitting a complaint. It should also describe the complaint

process; estimated timelines; and dispute resolution that is available to the complainant.

3. Discipline cases have educational value for members and the public. All cases need to be published. Where there is no guilt found or where the case does not proceed to discipline the publications should be without reference to the subject member's name or other information that could identify the subject member, the complainant or third parties.

4. In cases where there is guilt found or where there is an admission of guilt we should name the subject member involved and the penalty. Where there are personal issues such as a physical or mental impairment or substance abuse we should not publish this personal information. However there may be cases where public notification outweighs personal interest.

5. We need to develop policy guidance on when to publish names and describe the circumstances involved.

6. A revised discipline flowchart and anticipated timelines needs to be developed and posted on our website.

7. We need to provide further direction, education and information to our members regarding their obligations to report under the bylaws and code of ethics. The ABCFP workshops on ethics or professional reliance should include a section on the responsibility to report.

8. We need to communicate to the members that subject members will be billed for the cost of the hearing if they lose.

9. Add more to The Increment and **BC Forest Professional** on discipline and enforcement. Annual statistics and year over year case dispositions are important for the members.

10. Act enforcement is an important issue for the members. We need to ensure that all enforcement actions are communicated to the members.

11. The Act enforcement process continues to be complaint driven, however we need to provide further direction to members on identifying unauthorized

practice and communicating this to the registrar.

B. Recommendations for Improving Processes







1. We must be consistent in application of hearing costs. The subject member should be responsible for hearing costs when they lose.
2. The *Foresters Act* section 23(1) required the complainant's consent prior to engaging in alternative complaint resolution (ACR). Other professional bodies do not have this in their Acts and have developed more efficient and streamlined ACR as a result. We recommend that at the next opportunity the Act be changed to eliminate the requirement for complainants' consent prior to ACR.
3. We must develop policy to ensure that the registrar gets direction from the CRC prior to acting under section 23 (1). This section empowers the registrar to work with the complainant and the subject member on alternative complaint resolution as provided in the bylaws.
4. The Practice Advisory Service provides advice to members on a number of issues. Improved communications between the registrar and the Practice Advisory Service is recommended to ensure that complaint-related issues are referred to the registrar.
5. Under the present bylaws the Investigations Committee (IC) can (by finding no grounds) determine that a complaint is dismissed and the case is then over. We recommend that the final determination to close a case be made by the CRC.
6. The ABCFP should make more use of the government's freedom of information process to access contravention determinations related to professional practice issues.
7. The ACR process should be done by professionals trained in mediation and negotiations. We recommend that the ABCFP employ properly trained experts for this work. The negotiating professional needs to be an ABCFP member who takes direction from the registrar.
8. If we are to have a credible process we need well-trained committee

members at the CRC, SIC and DC. A training matrix and training intervals should be developed to ensure that all committee members are properly trained to do their work.







Appendix I – Opinions on Current D&E Practices

1. Please tell us how much you agree or disagree with the following statements.







Discipline and enforcement activities are important for the ABCFP to spend time on.

Response	Frequency	Relative %	Valid %
Strongly disagree	8 	1%	1%
Disagree	23 	4%	4%
Neither agree nor disagree	40 	7%	7%
Agree	211 	38%	38%
Strongly agree	267 	48%	48%
Don't know	3 	1%	1%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			







The ABCFP discipline process is transparent (it is clear when a complaint is made, who made it, and what actions are being taken).

Response	Frequency	Relative %	Valid %
Strongly disagree	25 	5%	5%
Disagree	102 	18%	18%
Neither agree nor disagree	131 	24%	24%
Agree	161 	29%	29%
Strongly agree	37 	7%	7%
Don't know	96 	17%	17%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			







I know how to file a complaint against another member.

Response	Frequency	Relative %	Valid %
Strongly disagree	9 	2%	2%
Disagree	53 	10%	10%
Neither agree nor disagree	60 	11%	11%
Agree	332 	60%	60%
Strongly agree	75 	14%	14%
Don't know	23 	4%	4%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			







I have a good understanding of the ABCFP discipline process.

Response	Frequency	Relative %	Valid %
Strongly disagree	12 	2%	2%
Disagree	74 	13%	13%
Neither agree nor disagree	102 	18%	18%
Agree	280 	51%	51%
Strongly agree	68 	12%	12%
Don't know	16 	3%	3%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			







I seldom encounter potential issues of professional misconduct or improper practice.

Response	Frequency	Relative %	Valid %
Strongly disagree	38 	7%	7%
Disagree	91 	16%	16%
Neither agree nor disagree	99 	18%	18%
Agree	219 	40%	40%
Strongly agree	100 	18%	18%
Don't know	5 	1%	1%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			







I have talked or corresponded with other members when I have an issue or question about their conduct.

Response	Frequency	Relative %	Valid %
Strongly disagree	14 	3%	3%
Disagree	55 	10%	10%
Neither agree nor disagree	144 	26%	26%
Agree	240 	43%	43%
Strongly agree	81 	15%	15%
Don't know	18 	3%	3%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			







I know where to seek help or advice for dealing with professional conduct or practice issues.

Response	Frequency	Relative %	Valid %
Strongly disagree	10 	2%	2%
Disagree	61 	11%	11%
Neither agree nor disagree	50 	9%	9%
Agree	310 	56%	56%
Strongly agree	112 	20%	20%
Don't know	9 	2%	2%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			







I have approached the ABCFP with respect to a potential conduct or practice issue.

Response	Frequency	Relative %	Valid %
Strongly disagree	122 	22%	22%
Disagree	197 	36%	36%
Neither agree nor disagree	119 	22%	22%
Agree	64 	12%	12%
Strongly agree	40 	7%	7%
Don't know	10 	2%	2%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			







Statistics on the numbers of complaints and their disposition should be available to members on the ABCFP website.

Response	Frequency	Relative %	Valid %
Strongly disagree	10 	2%	2%
Disagree	19 	3%	3%
Neither agree nor disagree	45 	8%	8%
Agree	218 	39%	39%
Strongly agree	250 	45%	45%
Don't know	10 	2%	2%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			







Information on past cases (such as details and the final disposition) should be available to members on the ABCFP website.

Response	Frequency	Relative %	Valid %
Strongly disagree	4 	1%	1%
Disagree	27 	5%	5%
Neither agree nor disagree	36 	7%	7%
Agree	221 	40%	40%
Strongly agree	252 	46%	46%
Don't know	12 	2%	2%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			







The ABCFP website does a good job of informing me about how and when to file a complaint.

Response	Frequency	Relative %	Valid %
Strongly disagree	18 	3%	3%
Disagree	67 	12%	12%
Neither agree nor disagree	178 	32%	32%
Agree	180 	33%	33%
Strongly agree	35 	6%	6%
Don't know	74 	13%	13%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			







I am familiar with the current ABCFP website information on discipline cases.

Response	Frequency	Relative %	Valid %
Strongly disagree	31 	6%	6%
Disagree	158 	29%	29%
Neither agree nor disagree	145 	26%	26%
Agree	153 	28%	28%
Strongly agree	29 	5%	5%
Don't know	36 	7%	7%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			






Members of the public should be afforded the same access to discipline information as members.

Response	Frequency	Relative %	Valid %
Strongly disagree	56 	10%	10%
Disagree	125 	23%	23%
Neither agree nor disagree	72 	13%	13%
Agree	164 	30%	30%
Strongly agree	120 	22%	22%
Don't know	15 	3%	3%
No Response			
Totals	552	100%	100%
Valid Responses: 552 of 552 (100%)			

2. What would discourage you from making a complaint about a fellow member? (Check as many as necessary.)








Response	Frequency	Relative %	Valid %
Length of time the process takes	157 	28%	15%
Fear of repercussions from employer/public/other members etc.	252 	46%	24%
Too much hassle	160 	29%	16%
Don't want to get anyone in trouble	84 	15%	8%
Uncertainty about the issue or lack of evidence that I possess	265 	48%	26%
Other	112 	20%	11%
Totals	1,030	187%	100%
Valid Responses: 1,030 of 552 (187%)			

3. The amount of information available on the website is:








Response	Frequency	Relative %	Valid %
Too much	4 	1%	1%
Just right	232 	42%	48%
Not enough	158 	29%	33%
other	90 	16%	19%
No Response	68 	12%	
Totals	552	100%	100%
Valid Responses: 484 of 552 (88%)			

7. Please tell us how strongly you agree or disagree with the following statements.








The ABCFP does an effective job enforcing the unauthorized practice provisions of the *Foresters Act*.

Response	Frequency	Relative %	Valid %
Strongly disagree	47 	9%	9%
Disagree	106 	19%	19%
Neither agree nor disagree	146 	26%	27%
Agree	131 	24%	24%
Strongly agree	18 	3%	3%
Don't know	100 	18%	18%
No Response	4 	1%	
Totals	552	100%	100%
Valid Responses: 548 of 552 (99%)			








I know how to file a complaint against a non-member for breaching the *Foresters Act*.

Response	Frequency	Relative %	Valid %
Strongly disagree	17 	3%	3%
Disagree	116 	21%	21%
Neither agree nor disagree	81 	15%	15%
Agree	258 	47%	47%
Strongly agree	40 	7%	7%
Don't know	36 	7%	7%
No Response	4 	1%	
Totals	552	100%	100%
Valid Responses: 548 of 552 (99%)			




The ABCFP website does a good job of informing me when to tell the association about potential breaches of the *Foresters Act*.

Response	Frequency	Relative %	Valid %
Strongly disagree	22 	4%	4%
Disagree	75 	14%	14%
Neither agree nor disagree	173 	31%	32%
Agree	171 	31%	31%
Strongly agree	20 	4%	4%
Don't know	85 	15%	16%
No Response	6 	1%	
Totals	552	100%	100%
Valid Responses: 546 of 552 (99%)			

The ABCFP website does a good job on informing me how to notify the association about a potential breach of the *Foresters Act*.

Response	Frequency	Relative %	Valid %
Strongly disagree	22 	4%	4%
Disagree	66 	12%	12%
Neither agree nor disagree	148 	27%	27%
Agree	211 	38%	39%
Strongly agree	21 	4%	4%
Don't know	77 	14%	14%
No Response	7 	1%	
Totals	552	100%	100%
Valid Responses: 545 of 552 (99%)			

8. Have you ever reported a potential breach of the *Foresters Act* to the ABCFP?

Response	Frequency	Relative %	Valid %
Yes	38 	7%	7%
No	501 	91%	93%
No Response	13 	2%	
Totals	552	100%	100%
Valid Responses: 539 of 552 (98%)			