

## How to Address Your Concerns Regarding the Conduct of a Forest Professional

### **Q: Who can lodge a complaint?**

A: Anyone who has concerns about the conduct of a forest professional may lodge a complaint with the Association of BC Forest Professionals.

### **Q: Why lodge a complaint?**

A: To ensure that forest professionals are held accountable to their Code of Ethics and to ensure that they act professionally and protect the public interest.

### **Q: When do I lodge a complaint?**

A: At any time that you have concerns about the conduct of a forest professional that you believe are serious and demands the attention of the profession.

### **Q: Will my complaint be taken seriously?**

A: The ABCFP is required by law to take all complaints seriously and to subject them to a rigorous process to ensure that our members are held to a high standard of professional ethics and behaviour.

### **Q: How do I lodge a complaint?**

A: A complaint must be submitted in writing and must include the particulars of the concerns. To lodge a complaint, complete the Notice of Complaint form available on the Lodge a Complaint page of the website ([http://www.abcfp.ca/regulating\\_the\\_profession/complaints/lodge\\_a\\_complaint.asp](http://www.abcfp.ca/regulating_the_profession/complaints/lodge_a_complaint.asp)). The form should then be sent to the Association of BC Forest Professionals by mail to #330-321 Water Street, Vancouver, BC V6B 1B8 or e-mail your complaint to the registrar and director of act compliance at [admissions@abcfp.ca](mailto:admissions@abcfp.ca).

### **Q: What will happen after I lodge a complaint?**

A: Once a complaint is lodged, the ABCFP's registrar and director of act compliance will review the complaint to determine if it meets the requirements for a complaint set out in the *Foresters Act*. When a complaint is accepted, the ABCFP will review the particulars and may investigate and hold a hearing into the conduct of the member(s) involved. The person making the complaint will be informed of all decisions and may participate in a hearing to determine the guilt or innocence of the member(s) subject to the complaint. More information, including a process flowchart, is available on the Complaints Resolution page of the ABCFP website ([http://www.abcfp.ca/regulating\\_the\\_profession/complaints/complaint\\_resolution.asp](http://www.abcfp.ca/regulating_the_profession/complaints/complaint_resolution.asp)).

### **Q: What about confidentiality?**

A: Complaints are kept confidential by the ABCFP until we make a decision that a member is guilty of professional misconduct. Where circumstances are such that it is important to protect the identity of the person making the complaint from the person complained about, we will maintain this confidentiality as well.

**Q: Do we publish names?**

A: Our policy is that we will only publish the names of members who are found guilty of professional misconduct. Name(s) of the person(s) lodging the complaint will not be published. Read the *Maintenance of Discipline Cases on the ABCFP Website Policy* on the website for details ([http://www.abcfp.ca/regulating\\_the\\_profession/documents/policy\\_discipline\\_cases\\_online.pdf](http://www.abcfp.ca/regulating_the_profession/documents/policy_discipline_cases_online.pdf)).

**Q: May I review past complaint records?**

A: Complaint records are available for all recent cases on our website ([http://www.abcfp.ca/regulating\\_the\\_profession/complaints/complaint\\_records.asp](http://www.abcfp.ca/regulating_the_profession/complaints/complaint_records.asp)).



330-321 Water St  
Vancouver, BC V6E 4A2  
Ph: 604.687.8027 Fax: 604.687.3264  
E-mail: [info@abcfp.ca](mailto:info@abcfp.ca)  
Website: [www.abcfp.ca](http://www.abcfp.ca)