

INFORMATION ABOUT COMPLETING AND FILING A COMPLAINT FORM

As the regulator of the engineering and geoscience professions in New Brunswick, the Association of Professional Engineers and Geoscientists of New Brunswick (APEGNB), through its complaints process, investigates the conduct of its members, licencees, and holders of certificates of authorization to *protect the public interest*.

General

This form is to be used to file a complaint regarding the professional practice or conduct of a member, licencee, or holder of a Certificate of Authorization issued by APEGNB. To confirm if an individual or firm is registered with APEGNB, please refer to the Registry on the APEGNB website.

- This form is not to be used for complaints regarding professional fees. APEGNB has no jurisdiction to address billing disputes or civil actions.
- APEGNB does not act as the intermediary between a complainant and a respondent. APEGNB investigates complaints *in the public interest*.
- APEGNB cannot pay you money, provide you with engineering/geoscience advice, or order an engineer/geoscientist/firm to pay you money.
- A complaint, once submitted, cannot be withdrawn by the complainant.
- Individual violations of APEGNB's Code of Ethics or Code of Conduct do not necessarily constitute professional misconduct.

Confidentiality of your complaint

APEGNB cannot guarantee that the information you provide, or the information we obtain from other parties during the course of our investigation, will remain confidential. Members, licencees and holders of Certificates of Authorization who are complained against, are provided some or all of the information obtained during investigation. If a complaint is referred to Discipline, you, as the complainant, are not a party to the proceedings.

What you need to do to begin the complaints process

APEGNB recommends that you discuss your concerns with the Registrar prior to filing a formal complaint so that you fully understand our processes. In any event, should you wish to proceed with a complaint, please kindly:

- Complete and sign the Complaint Form.
- Attach a copy of any documents that are relevant to your complaint.
- Send the completed Complaint Form and copies of related documents to:

Registrar
Engineers & Geoscientists New Brunswick
183 Hanwell Road
Fredericton NB E3B 2R2

What happens next?

APEGNB will acknowledge receipt of your complaint, assess your complaint, and determine the next steps. If your complaint falls outside of APEGNB's jurisdiction and authority under the ***Engineering and Geoscience Professions Act*** we will let you know and we may be able to suggest alternatives to address your concerns.

COMPLAINT FORM

Engineering and Geoscience Professions Act 2015, Section 12(5)

APEGNB USE ONLY

File # :

To: Registrar
Engineers & Geoscientists New Brunswick
183 Hanwell Road
Fredericton NB E3B 2R2

CONTACT INFORMATION – THE COMPLAINANT (YOU)

TITLE MR MS MX DR P.ENG. EIT P.GEO. GIT

NAME
FIRST NAME _____ SURNAME _____

ADDRESS
POSITION _____ COMPANY NAME _____

EMAIL _____

TELEPHONE _____ CELL PHONE _____

CONTACT INFORMATION – THE RESPONDENT (REGISTRANT OR FIRM YOU ARE COMPLAINING AGAINST)

TITLE MR MS MX DR P.ENG. EIT P.GEO. GIT

NAME
FIRST NAME _____ SURNAME _____

ADDRESS
POSITION _____ COMPANY NAME _____

EMAIL _____

TELEPHONE _____ CELL PHONE _____

RELATIONSHIP – COMPLAINANT AND RESPONDENT

What is your relationship with the respondent:

- Client Supplier/Subcontractor Supervisor Employee Other (specify)

Does your complaint involve a matter that is currently, or has been, before a Court or Tribunal?

- Yes No

If yes, which Court or Tribunal :

What is the status :

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COMPLAINT

What is the nature of your complaint? Please provide specifics in the space below :

- Conduct or Behaviour
- Technical or Competence Related

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Provide a one-paragraph summary of the issue and conduct of the engineering/geoscience respondent you are complaining about.

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Provide a chronology of the events of your complaint, referencing supporting documents specific to the actions and conduct of the engineering/geoscience respondent. Include any actions you have taken to resolve the complaint. Supporting documents could include correspondence, drawings, reports, photos, permits, contracts, court decisions, etc.

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What do you hope will happen as a result of your complaint?

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What is the public interest impact relating to your complaint?

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ACKNOWLEDGEMENT, CONSENT, SIGNATURE

I am filing this complaint for investigation and consideration by the Complaints Committee and not for personal gain or any other purpose. I understand that APEGNB will provide the engineering/geoscience respondent a copy of this Complaint Form, including all submitted attachments. In addition, all of the information that APEGNB receives from me and from other parties in the course of the investigation of this complaint may also be provided to the engineering/geoscience respondent.

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SIGNATURE

.....
DATE

APEGNB USE ONLY

File # :

Date Filed :