



## Complaint form

This form is to be completed when you have a complaint against a THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA member, firm, affiliate, or student. If you are unsure if the person you are complaining about is regulated by THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA, please call us at 416-350-8145.

The completion of this form is necessary as it will allow us to assist you as quickly as possible. When handling a complaint, THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA will communicate with the parties by email only and telephone where necessary.

Before completing this form, please read the complaint policy which THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA will investigate as there are some types of complaint, we will not be able to consider.

In order to assist you as efficiently as possible, please answer the following questions.

- 1 Are you content for your name to be disclosed to the person you are complaining about?  Yes  No
- 2 Have you raised this matter directly with the member/firm?  Yes  No  
If you have not already raised your complaint with the member or firm, we may not be able to consider it.
- 3 Have you enclosed all supporting evidence in this matter?  Yes  No
- 4 Are you complaining on your own behalf?  Yes  No  
If you are not complaining on your own behalf, please enclose a letter of authority from the complainant to act on their behalf.

If you have answered 'No' to any of the questions please provide reasons, otherwise your complaint may be rejected or delayed.

- 5 Is the person/entity you are complaining about based in Canada?  Yes  No
- 6 Is the person/entity you are complaining about employed by an entity located in Canada?  Yes  No
- 7 Are you or your business based in Canada?  Yes  No

## **YOUR DETAILS**

Name (First/Last):

Address:

Postal Code:

Telephone no:

Email address:

THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA will use this email address for all communications with you.

If you are complaining on behalf of someone else please provide their details:Name

Name (First/Last)

Address:

Postal Code:

Telephone no:

Email address:

Has a letter of authority been provided?

## **WHO ARE YOU COMPLAINING ABOUT?**

Name (First/Last)

Firm name:

Address:

Postal Code:

Telephone no:

Email address:

What is the nature of your relationship?

- Accountant
- Employer
- Employee
- Other

## **DETAILS OF YOUR COMPLAINT**

THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA provides an alternative dispute resolution service which may be able to provide a more practical solution to your complaint. Therefore, although THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA acts in the public interest and not for the benefit of individual complainants or members, is there anything our Complaint committee could do to help resolve this matter for you?

Please note that THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA does not offer compensation or rewards.

Please set out your complete complaint as clearly as possible.  
You must tell us what you believe was done wrong and when, giving dates.

## SUPPORTING EVIDENCE

In order to make an accurate assessment of your complaint you must provide THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA with adequate documentary evidence to support the matter complained of. Your complaint is unlikely to proceed to investigation if there is little or no evidence to support it.

In addition, it is a requirement that all evidence is provided at the inception of the complaint and not provided in a piecemeal way. Accordingly, before you submit your complaint, please gather all available documentary evidence that would support your complaint and submit it at the same time you submit your complaint form.

Please note that due to the systems we use our preference to receive evidence in either Word, PDF or JPEG format. If you are unable to provide evidence, please explain why:

When you have completed this form and attached your evidence, please sign and date and send to:

Complaint Committee  
THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA

Alternatively send the form and evidence to: [info@rpacanaada.org](mailto:info@rpacanaada.org)

We will use your information for the purposes of the conciliation, investigation, and disciplinary process.

Please note that hearings of THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA's Complaint Committees are held based on complaint load. If your complaint is against a dual or multi-qualified member, we may share details with your other professional association(s).

Please note that for individuals based outside Canada, your information will be held in THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA's main information systems which are in Ontario CANADA. THE SOCIETY OF PROFESSIONAL ACCOUNTANTS OF CANADA processes information within Canada.

For further information please refer to <https://rpacanada.org/complaint-process/>

Signed:

Dated: