



Appraisal Institute of Canada
Institut canadien des évaluateurs

Complaint Resolution Process Guide



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The Appraisal Institute of Canada

AIC MISSION STATEMENT

To promote and support our members in providing high quality property advisory services for the benefit of the public.

The Appraisal Institute of Canada (AIC), was founded in 1938 and is the premier real property evaluation association in Canada.

In order to maintain the highest level of excellence in the valuation field, the AIC combines high educational standards with diligent self-regulation.

AIC is a self-regulated professional association with Bylaws, Regulations, standards of practice known as the Canadian Uniform Standards of Professional Appraisal Practice (CUSPAP) and a Code of Conduct.

The primary goal of the AIC's disciplinary process is to educate the Member.

1. AIC Standards of Professional Practice

AIC Members must comply with the Canadian Uniform Standards of Professional Appraisal Practice (CUSPAP) when performing a professional service [see section 6].

CUSPAP provides the compulsory requirements for professional services.
<https://www.aicanada.ca/about-aic/cuspap/>

2. Governing Documents

The AIC conducts complaint investigations in accordance with the following governing documents:

Bylaws: AIC Bylaws set out the rules of the Institute as approved by the Board of Directors and approved by Industry Canada. <https://www.aicanada.ca/wp-content/uploads/By-Laws-2014-06-07-English.pdf>

Regulations Governing Professional Practice: The AIC's Consolidated Regulations regulates the AIC complaint resolution process.

<https://www.aicanada.ca/wp-content/uploads/AIC-Consolidated-Regulations-2020.pdf>

3. AIC Complaint Resolution Process (CRP)

Scope of an AIC Investigation

An AIC investigation is focused solely on adherence to CUSPAP.

The AIC can pursue complaints only against individual AIC members. The AIC cannot pursue a complaint against a corporation/company or a person who is not a member of the AIC.

The AIC cannot review a report for CUSPAP compliance outside of the CRP.

The CRP is not intended to:

- act as a court of law,
- award financial compensation for damages,
- enforce contractual agreements,
- order a refund of money or of appraisal fees,
- give legal advice,
- provide an opinion on the final opinion of value,
- to coincide with or be complementary to any matter outside of the AIC process,
 - For example: mediation, litigation, negotiation, financing, etc.
- act on an anonymous complaint, or

The Complaint Resolution Process

1. A complaint form must be submitted in writing.
2. The complainant will be sent a letter acknowledging receipt of their complaint. The **identity of the complainant is not withheld from the member** subject to the complaint.
3. The complaint is referred to the **Counsellor**, Professional Practice for initial review and possibly, resolution.
4. A complaint may be referred to an **Investigator** for further investigation.
5. A complaint may be referred to the **Advocate**, Professional Practice for further administration and possibly, resolution.
6. If an Adjudicating Sub-Committee hearing is requisitioned, the **Adjudicating Sub-Committee Hearing Panel** will make a decision on the complaint.
7. If an Adjudicating Hearing Panel's decision is appealed, the **Appeal Sub-Committee** will make a decision on the Adjudicating Hearing Panel decision.

Length of an AIC Investigation

The length of an AIC investigation will depend on the nature and complexity of the allegations and how far through the process outlined above the file goes.

4. Complaint File Resolution

An AIC complaint may be resolved in one of the following ways:

- be dismissed
- be closed
- by Sanction Consent Agreement
- by Adjudicating Sub-Committee Hearing Panel decision
- by Appeal Sub-Committee Hearing Panel decision

5. Notification of Outcome

The Complainant will be provided with the findings and resulting sanctions (if any) related to the substance of their complaint provided in a Sanction Consent Agreement or the final decision and reasons of a Hearing Panel related to the substance of their complaint.

If the Complainant withdraws their complaint, they will not be provided with information about the resolution of the complaint.

6. Definitions

Professional Services

Professional Services are defined as any one of the following:

- real property appraisal
- appraisal review
- consulting
- reserve fund planning study
- machinery and equipment appraisal
- mass appraisal

Professional Practice Sanctions

Sanctions include:

Reprimand: A written warning calling the attention of the member to a breach of the Institute's Bylaws, Regulations, Policies and/or CUSPAP

Education: Educational courses intended to provide the knowledge to improve a member's professional practice.

Peer Review: An administrative review conducted in accordance with the AIC's peer review program of a report on a professional service rendered by an AIC member.

Fine: A fine not to exceed \$10,000.00

Censure: A formal written expression of criticism and disapproval for a breach of the Institute's Bylaws, Regulations, Policies or CUSPAP.

Suspension: The suspension of membership in the AIC.

Expulsion: A permanent expulsion of the member from the Institute.

AIC Designations

AACI: The “Accredited Appraiser Canadian Institute” designation qualifies Members to offer professional services for:

- all types of real property

CRA: The “Canadian Residential Appraiser” designation qualifies Members to offer professional services for:

- individual, undeveloped residential dwelling sites and
- dwelling sites containing not more than four self-contained family housing units
- reserve fund planning studies if competent and not limited by Provincial Legislation
- standalone machinery and equipment appraisals if competent
- mass appraisals if competent and appropriately licensed

AIC Candidate Members

An AIC Candidate Member is an AIC member working towards attaining an AIC designation. An AIC Candidate Member can inspect properties and prepare reports under the supervision of a designated member as prescribed in CUSPAP.

All AIC Candidate Members and their co-signor(s) must be registered in AIC’s Candidate Co-signing Registry. <https://www.aicanada.ca/need-an-appraiser/candidate-co-signing-registry-look-tool/>

7. Disclaimer

This Guide is for information purposes only. It is not intended to be an authoritative document. Where inconsistencies exist between this guide and AIC Bylaws; Regulations, Policies, and/or CUSPAP, the governing documents take precedence.

8. Complaint Form

AIC Complaint Submission Instructions

CUSPAP and the AIC Consolidated Regulations are found on the AIC website - www.aicanada.ca.

SCOPE OF AN AIC COMPLAINT REVIEW

THE AIC WILL:

- review an AIC Member's professional practice, report(s) and complete workfile(s) to confirm compliance with Canadian Uniform Standards of Professional Appraisal Practice (CUSPAP)

THE AIC CANNOT:

- review a report for CUSPAP compliance outside of the Complaint Resolution Process
- act as a court of law
- award damages
- enforce contractual agreements
- order a refund of money or of appraisal fees
- give legal advice
- provide an opinion on the final opinion of value
- coincide with or be complementary to any matter outside of the AIC process
- act on an anonymous complaint

GUIDE TO COMPLETING THE COMPLAINT FORM:

1. Outline the nature of your concerns about the report and/or the AIC Member's professional conduct.
2. Describe the events surrounding the report.
 - Describe any/all interactions you had with the AIC Member.
3. Include as much documentary evidence as possible. Examples:
 - A copy of the AIC Member's report
 - Copies of any correspondence between you and the AIC Member(s)
 - Copies of any other documents that you feel may help to explain your complaint

DISCLOSURE

The **identity of a Complainant will not be withheld** from the AIC Member.

TIMELINES

The AIC's complaint review process is thorough. Depending on the nature and complexity of the allegations, the process may take several months.

Please return your complaint to the AIC

By Mail: Appraisal Institute of Canada
403-200 Catherine Street Ottawa, ON K2P 2K9

By email: info@aicanada.ca
By Fax: 613-234-7197

YOUR CONTACT INFORMATION

Name:

Address: (street, city, province, postal code)

Business telephone:

Home telephone:

Email address:

APPRAISER CONTACT INFORMATION

Name of AIC Member:

Address: (street, city, province, postal code)

CONTACT WITH THE APPRAISER

Have you contacted the AIC Member regarding your complaint? Yes No

If yes, please state date and results of contact:

LEGAL COUNSEL

Is this matter subject of any legal action, filed or pending? Yes No

Have you retained a lawyer in this matter? Yes No

If yes, please complete the Confirmation and Consent Form.

COMPLAINT DETAILS

Address of property involved: (street, city, province, postal code)

Date of Report:

Purpose of Report (financing, divorce, assessment, estate, etc.):

Concerns:

(attach additional pages if required)

Outline of Events:

(attach additional pages if required)

COMPLAINT SUBMITTED BY:

Signature

Please Print

DATED at _____ on the _____ of _____ 20 ____.
(City/PROV) (Day) (Month)



CONFIRMATION AND CONSENT

I, the undersigned, _____ confirm that _____
Complainant Name Representative Name
Is acting on my behalf in the above noted AIC complaint file.

I consent to the release of information in relation to the above noted AIC complaint file to the above named representative as required and if warranted pursuant AIC Consolidated Regulations. I understand that I may amend or revoke this Authorization and Direction by providing notice to the AIC.

This shall be your good, sufficient and irrevocable authority to release information and correspond with _____ regarding this matter.
Representative Name

- Please send all correspondence directly to me with a cc to my representative.
- Please send all correspondence directly to my representative at the following mail and/or email address:
 - with cc to me
 - without cc to me

Mailing Address: _____

Email Address: _____

Telephone: _____

Complainant Signature

SIGNED this ____ day of _____ 20 __, in the presence of:

Signature of Witness

Name of Witness

Address of Witness