



## **Complaint Procedures**

The CPCA maintains two Standing Committees to provide an ethical process of reviewing all complaints received in writing. The Executive Director in Head Office is the administrative channel through which the Complaints and Discipline Committees correspond and carry out their respective functions. The Executive Director does not make decisions or determinations involving professional standards matters but advises on required and appropriate procedures. This coordination involves communicating with all of the persons involved in a disciplinary matter, rendering necessary assistance to the parties, providing required forms, and sending and receiving all correspondence and notices.

At the first stage, the Complaints Committee is charged with the preliminary evaluation and assessment of whether a complaint should be dismissed because it is not within the jurisdiction of the CPCA, or whether it merits further action.

At the second stage, where the matter is referred to the Discipline Committee, this committee has the jurisdiction to conduct a hearing to determine if the Respondent is guilty of conduct as set out in the complaint and if found to be guilty, discipline the Respondent. The Discipline Committee is familiar with the principles of due process and ensures that it is followed in hearings. In addition to ensuring due process in any disciplinary matter, the Discipline Committee serves the important function of disciplining and educating offenders. The parameters of possible outcomes are outlined in the CPCA Bylaws.

### **If you need to submit a complaint, please follow the steps below:**

1. Submit complaint in writing.
2. Include all details and any documentation that supports your complaint.
3. Include a signed, dated, and witnessed [Consent to Investigate form](#)
4. Mail your complaint, documentation, and consent to:

**Canadian Professional Counsellors Association  
#203, 3306 - 32nd Avenue  
Vernon, BC  
V1T 2M6  
Canada**