



Information about completing and filing a Complaint Form

General

This form is to be used to file a complaint regarding the professional conduct of an engineering practitioner (which means a member of PEO or a holder of a limited licence, temporary licence, provisional licence or a Certificate of Authorization (C of A) issued by PEO). Concerns about engineering work performed by individuals who are not licensed by PEO should be brought to the attention of our Enforcement Department at ext. 1444.

If you are uncertain whether someone is a licensed engineering practitioner, you can check our on-line Members Directory and C of A Directory at www.peo.on.ca.

This form is not to be used for complaints regarding the fees charged by engineering practitioners. Fee complaints should be made in writing to the attention of the Fees Mediation Committee at PEO.

Please review PEO's information guide entitled, *Making a Complaint*, before completing this form. If you have any questions about PEO's complaints process, please contact us by telephone at 416-224-1100 or 800-339-3716, or by email at complaints@peo.onca.

Confidentiality of your complaint

PEO cannot guarantee that the information you provide, or the information we obtain from other parties during the course of our investigation, will remain confidential. We are obligated under the *Professional Engineers Act* to provide a copy of the signed Complaint Form to the engineering practitioner and we also may have to provide him or her with some or all of the other information obtained during the complaint investigation.

What you need to do to begin the complaints process

- 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:

Complaints
Professional Engineers Ontario
40 Sheppard Avenue West, Suite 101
Toronto, Ontario M2N 6K9

What happens next?

PEO will send you a letter acknowledging receipt of your complaint. The complaint will be assigned to an investigator and will be assigned a file number that will be noted in the letter. The investigator will review and assess your complaint and determine the next steps. Further information about the complaints process can be found in the *Making a Complaint* public information guide.

If your complaint falls outside of PEO's jurisdiction and authority under the *Professional Engineers Act*, we will let you know and we may be able to suggest alternatives to address your concerns.



Complaint Form

Professional Engineers Act R.S.O. 1990, Chapter P.28

Enforcement Hotline: 416-224-9528, ext. 1444

PEO USE ONLY	
File #:	
Date Filed:	

CONFIDENTIAL

To: The Registrar

Information About You (The Complainant):

Your name and contact information

Mr.
 Ms.
 Mrs.
 Dr.
 Other

First Name: _____ Last Name: _____
 Street Address: _____ Unit/Apt: _____
 City: _____ Province: _____ Postal Code: _____
 Daytime Phone Number: Home Work
 Other Contact Number: _____ Email Address: _____

The Practitioner You Are Complaining Against:

Practitioner name and contact information

First Name: _____ Last Name: _____
 Company Name: _____
 Street Address: _____ Unit/Apt: _____
 City: _____ Province: _____ Postal Code: _____
 Phone Number: _____ Other Contact Number: _____
 Email Address: _____

NOTE: If your complaint involves more than one professional engineer at one engineering firm, you must file a separate Complaint Form for each professional engineer/firm that you are complaining about.

PEO USE ONLY:

Licence #: _____ Type of Licence: _____ CE?: Yes No
 C of A #: _____ PTU?: Yes No

PRIVACY NOTICE: The information in this Complaint Form is collected pursuant to Section 24 of the *Professional Engineers Act*, R.S.O. 1990, Ch. P-28, and will be used by PEO solely in the administration of the complaints and discipline processes described in the Act. The information in this Complaint Form is subject to the confidentiality provisions of Section 38 of the Act, and will not be disclosed or communicated by PEO except as required in connection with PEO's administration of the complaints and discipline processes or with the consent of the person to whom the information relates. For more information, see PEO's Privacy Policy at www.peo.on.ca or contact PEO's Privacy Office at (416) 224-1100.

7. Please list any supporting documents attached to this Complaint Form (do NOT send originals)

8. Briefly describe your desired outcome from Complaints process

9. 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 PEO will provide the engineer I am complaining about with a copy of this Complaint Form and with a copy of some or all of the information that it receives from me and from other parties in the course of the investigation of this complaint. I consent to such disclosure.

Signature

Date

January 2010



**Professional Engineers
Ontario**

40 Sheppard Avenue West
Suite 101
Toronto, Ontario
M2N 6K9

Tel: 416 224-1100 or 1-800-339-3716
Fax: 416 224-8168 or 1-800-268-0496

Enforcement Hotline: 416 224-9528 Ext. 1444

Website: www.peo.on.ca