



## Information about completing and filing a Complaint Form

### General

As the regulator of the engineering profession in Ontario, PEO, through its complaints process, investigates the conduct of its licence and certificate holders to *protect the public interest*.

This form is to be used to file a complaint regarding the professional conduct of an engineering practitioner (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 PEO's 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](http://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.
- A complaint, once submitted, cannot be withdrawn by the complainant.
- PEO does not act as the intermediary between a complainant and a respondent. PEO investigates complaints *in the public interest*.
- PEO cannot pay you money, provide you with engineering advice, or order an engineer to pay you money.
- Individual violations of PEO's Code of Ethics do not necessarily constitute professional misconduct.

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.on.ca](mailto:complaints@peo.on.ca).

### 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. Complained against engineering practitioners 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. Discipline proceedings and exhibits are generally considered public.

### 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 given 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

PEO USE ONLY
File #:
Date Filed:

**CONFIDENTIAL**

To: The Registrar

Information About You (The Complainant):

**Your name and contact information**

Mr.       Ms.       Mrs.       Dr.       P.Eng.

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 engineering practitioner at one engineering firm, you must file a separate Complaint Form for each engineering practitioner/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](http://www.peo.on.ca) or contact PEO's Privacy Office at (416) 224-1100.

3. What is your relationship with the practitioner:

- Client       Supplier/Subcontractor       Supervisor       Employee       Other (specify) \_\_\_\_\_

4. Does your complaint involve a matter that is currently, or has been, before a Court or a Tribunal:  Yes  No

If yes, which Court or Tribunal:

What is the status:

---

---

---

---

---

---

---

---

5. What is the nature of your complaint? Choose all that apply:

**Technical or Competence Related**

- negligence
- failure to apply appropriate code or standard
- practising outside of area of training/competence
- failure to safeguard life, health, or property
- other

Please provide specifics in the space below:

---

---

---

---

---

---

---

---

---

---

**Conduct/Behaviour**

- harassment
- conflict of interest
- other

Please provide specifics in the space below:

---

---

---

---

---

---

---

---

---

---

6. Provide a **one-paragraph** summary of the issue and conduct of the engineering practitioner you are complaining about.

---

---

---

---

---

---

---

---

---

---

7. Provide a chronology of the events of your complaint, referencing supporting documents specific to the actions and conduct of the engineering practitioner. Supporting documents could include correspondence, drawings, reports, photos, permits, contracts, court decisions, etc.

---

---

---

---

---

---

---

---

---

---

8. What is the public interest impact relating to your complaint?

---

---

---

---

---

---

---

---

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 engineering practitioner a copy of this Complaint Form, including all submitted attachments. In addition, all of the information that PEO receives from me and from other parties in the course of the investigation of this complaint may also be provided to the engineering practitioner.

Signature

Date

