



COMPLAINT INTAKE FORM

Please complete and sign this form so that Engineers and Geoscientists BC may proceed with reviewing your complaint.

SECTION 1. DETAILS OF PERSON REGISTERING THE COMPLAINT	
Name	Pronouns (Optional)
Mailing Address	
Phone Number	Email
Are you a Registrant of Engineers and Geoscientists BC? <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> Registrant in another Jurisdiction with different regulatory body (Please specify):	
If you are a registrant of Engineers and Geoscientists BC, are you reporting concerns pursuant to your duty to report? (Section 58 of the <i>Professional Governance Act</i> ["PGA"] or Principle 9 of the Code of Ethics [Duty to Report]) <input type="checkbox"/> No <input type="checkbox"/> Yes <i>Note: In accordance with section 58(6) the PGA, concerns reported to Engineers and Geoscientists BC under a Registrant's duty to report are treated as a Complaint.</i>	
Are you a registering the Complaint on behalf of a Registrant Firm or another organization? <input type="checkbox"/> No <input type="checkbox"/> Yes (Please specify):	
What is your relationship with the Registrant or Registrant Firm that is the subject of the Complaint? <input type="checkbox"/> Employer <input type="checkbox"/> Employee <input type="checkbox"/> Client <input type="checkbox"/> Colleague <input type="checkbox"/> Contractor <input type="checkbox"/> Peer Reviewer <input type="checkbox"/> Other (Please specify):	
Have there been any or are there any ongoing legal proceedings in relation to the Complaint? <input type="checkbox"/> No <input type="checkbox"/> Yes (Please explain, including the Court File Number):	
SECTION 2. DETAILS OF REGISTRANT OR REGISTRANT FIRM THAT IS THE SUBJECT OF THE COMPLAINT	
Is the Subject of the Complaint a Registrant or Registrant Firm? <input type="checkbox"/> Registrant <input type="checkbox"/> Registrant Firm <i>Note: If you are submitting a complaint against more than one Registrant or Registrant Firm, please complete a separate complaint intake form for each Registrant or Registrant Firm.</i>	
Registrant Name (Full Name)	Registrant Firm Name
Licence No. (Individual Registrant) (if known)	Permit to Practice Number (Registrant Firm) (if known)

SECTION 3A. INSTRUCTIONS FOR PROVIDING DETAILS OF COMPLAINT

In the following section (Section 3B), please describe your concerns regarding the Registrant or Registrant Firm. Alternatively, you may provide your concerns in a separate letter of complaint enclosed with this form. Please ensure that your description of your concerns includes the following information, if applicable to your concerns:

1. What did the Registrant or Registrant Firm do to cause your concerns?
2. When did this conduct occur? Please provide specific dates, if possible.
3. Why are you concerned about the Registrant or Registrant Firm's conduct?
4. Do your concerns relate to a possible contravention of one or more applicable regulations? If so, which one(s)? (e.g., the BC Building Code, the Sewerage System Standard Practice Manual, etc.)
5. Do your concerns relate to a single incident or a pattern of conduct?
6. Do your concerns relate to a specific project or projects? If so, please describe the project(s).
7. Have you communicated your concerns directly to the Registrant or Registrant Firm? If so, how?
8. If your concerns were raised directly with the Registrant or Registrant Firm, how did they respond to those concerns? Were any steps taken by the Registrant or Registrant Firm to try to address your concerns?

In support of the Complaint, please provide clean, reproducible digital or hard copies of any supporting documentation (e.g., contracts, correspondence, emails, drawings, reports, etc.) in your possession that corroborates your concerns. For each document, please explain how it relates to your concerns. If you have a large volume of supporting documentation, Engineers and Geoscientists BC can provide you with a secure file sharing link in order to upload your documentation.

If there are ongoing legal proceedings in relation to the issue that is the subject of your complaint, Engineers and Geoscientists BC highly recommends that you speak to your legal counsel prior to providing Engineers and Geoscientists BC with materials related to or used during those legal proceedings.

Note: We ask that you please provide full details regarding the issue including specific allegations and corroborating documentation. In the absence of specific allegations and corroborating documentation, Engineers and Geoscientists BC's ability to review your concerns may be limited.

SECTION 3B. DETAILS OF THE COMPLAINT

Empty text area for providing details of the complaint.

SECTION 4. INFORMATION ABOUT THE JURISDICTION AND LIMITATIONS OF THE COMPLAINT PROCESS

Complaints about the conduct of registrants of Engineers and Geoscientists BC are governed by sections 65 to 75 of the PGA and sections 9 to 11 of the [Bylaws](#). Further information about the Engineers and Geoscientists BC complaint process is available on our website: [Complaint Process \(egbc.ca\)](#)

The Engineers and Geoscientists BC complaint process is transparent, objective, impartial, and fair. In most cases, the registrant that is the subject of the complaint will be informed of the complaint, provided with the complaint materials, and asked to respond to the concerns that have been raised. *Engineers and Geoscientists BC cannot guarantee the anonymity of complainants; the complainant's name may be disclosed at the discipline stage as is required by law or the registrant may be able to determine the identity of the complainant once the complaint is provided to the registrant for response.*

Once a complaint has been made to Engineers and Geoscientists BC, it has a duty to investigate and adjudicate the concerns in accordance with public interest and the PGA. For public interest and policy reasons, *the PGA does not permit the withdrawal of complaints once received.*

Engineers and Geoscientists BC has a triage policy to ensure that files related to risks to public safety and the environment are prioritized. The length of time required to review a complaint can vary. Should a complaint result in an investigation, the expected time for an investigation to be concluded and a decision made on the complaint is expected to be greater than one year.

Disciplinary action that may result from a complaint is strictly limited to the imposition of conditions on a registrant's registration with Engineers and Geoscientists BC, including, but not limited to, the suspension or cancellation of a registrant's license, practice restrictions, or other conditions. Engineers and Geoscientists BC cannot order a registrant to correct mistakes, resolve contractual disputes, pay or obtain compensation for a complainant, or give technical advice. Complainants may pursue any monetary claims through the court system.

Engineers and Geoscientists BC cannot investigate issues that fall outside of its jurisdiction, including:

- employment issues, including concerns regarding terminations,
- contractual disputes,
- financial disputes,
- concerns regarding Registrant Firms that pre-date July 2021, when Engineers and Geoscientists BC jurisdiction over Registrant Firms commenced.

As per our [Strata Policy](#), complaints that concern common strata property must include written confirmation from the Chair of the Strata Council that the complaint is being made on behalf of the Strata Corporation.

Note: This form is not to be used for complaints about Engineers and Geoscientists BC or its associated processes. General feedback or concerns can be emailed to info@egbc.ca, which will then be sent to the appropriate staff member.

SECTION 5. DECLARATION

By signing below, I confirm that I have completed Sections 1, 2, and 3, and have read and understood Section 4.

Signature of Complainant	Date of Signature (YYYY-MM-DD)
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In order to register the Complaint, please submit the following documents to complaints@egbc.ca.

- A signed copy of this Engineers and Geoscientists BC Complaint Intake Form
- A letter of complaint describing specific concerns regarding a Registrant or Registrant Firm (if information not provided in Section 3B above)
- Copies of supporting documentation in high-quality resolution (file sharing link available by request)

You may also submit the documents by mail to:

Complaint Intake Manager
Engineers and Geoscientists British Columbia
4010 Regent Street
Burnaby, BC
V5C 6N2

Once the Complaint has been received by the Complaint Intake Team, you will receive a confirmation email.

Please retain copies of all documents for your records.