

AIC Complaint Resolution Guide



Appraisal Institute of Canada
Institut canadien des évaluateurs

TABLE OF CONTENTS

1.	AIC Standards of Professional Practice	1
2.	Governing Documents	1
3.	AIC Complaint Resolution Process (CRP)	1
	Scope of an AIC Investigation	1
	The Complaint Resolution Process	2
	Complaint Inquiries	2
	Length of an AIC Investigation	2
4.	Complaint File Resolution	3
5.	Notification of Outcome	3
6.	Terminology	3
	Professional Services	3
	Professional Practice Sanctions	4
	AIC Designations	4
7.	Disclaimer	4
8.	Complaint Form	

The Appraisal Institute of Canada

The Appraisal Institute of Canada (AIC), was founded in 1938 and is the premier real property evaluation association in Canada. 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. In order to maintain the highest level of excellence in the valuation field, the AIC combines high educational standards with diligent self-regulation.

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 (<https://www.aicanada.ca/about-aic/professional-standards/>):

Bylaws: AIC Bylaws set out the rules of the Institute as approved by the Board of Directors and approved by Industry Canada.

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

3. AIC Complaint Resolution Process (CRP)

Scope of an AIC Investigation

An AIC investigation is focused **solely on adherence to CUSPAP**. This means it can provide an opinion on whether a member did or did not comply with CUSPAP when preparing a report.

The AIC:

- can pursue complaints only against individual AIC members
- cannot pursue a complaint against a corporation/company
- cannot pursue a complaint against a person who is not a member of the AIC
- cannot review a report for CUSPAP compliance outside of the CRP
- does not perform technical Appraisal Reviews for use in other forums. Consumers wishing to obtain technical Appraisal Reviews are advised to engage a review appraiser to undertake this type of assignment. To find a review appraiser in your area, please use the [Find an Appraiser](#) search engine on the AIC website.

The CRP cannot:

- provide an opinion on the final opinion of value
- award financial compensation for damages

- review a member’s fees and disbursements
- order a refund of money or of fees
- enforce contractual agreements
- act as a court of law
- give legal advice
- coincide with or be complementary to any matter outside of the AIC process
 - For example: mediation, litigation, negotiation, financing, etc.
- compare two reports and provide an opinion on which report is “better”
- conduct a new report
- force the member to re-do a report or prepare a new report
- act on an anonymous complaint

The Complaint Resolution Process

1. A completed and signed complaint form must be submitted to the AIC. The complaint form can be accompanied by any additional documents that the complainant deems to be relevant to their complaint.
2. The complainant will be sent a letter acknowledging receipt of their complaint. The **identity of the complainant is provided to the member** subject to the complaint. The complainant’s contact details **are not** provided to the member.
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.

Complaint Inquiries

1. If a consumer enquires about the professional practice of an AIC member but declines to submit a completed and signed complaint form to the AIC; the AIC is empowered by its Consolidated Regulations to open a complaint file as an issue arising if the substance of the complaint appears serious enough to warrant sanction.
2. The consumer would not be involved in any way in the issue arising complaint file and would not receive any notification of the outcome of the complaint review.

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.

For example: A file that is resolved at the Counsellor stage will take less time to reach a resolution

than a complaint file that is reviewed by a Counsellor, followed by further review by an Investigator, and then resolved by an Adjudicating hearing panel decision.

Each stage in the process will increase the time it takes to reach a final resolution.

4. Complaint File Resolution

An AIC complaint may be resolved by:

- being dismissed
- being closed
- a Sanction Consent Agreement
- an Adjudicating Sub-Committee Hearing Panel decision
- an Appeal Sub-Committee Hearing Panel decision

The resolution of a complaint file is final and is not subject to appeal by a complainant.

5. Notification of Outcome

If the complaint file is resolved by a Sanction Consent Agreement, the Complainant will be provided with the findings and resulting sanctions (if any) related to the substance of their complaint.

If the complaint file is resolved by an Adjudicating or an Appeal decision, the Complainant will be provided with a copy of the Hearing Panel's final decision.

If the complaint file is dismissed without a finding of breaches to CUSPAP and no sanctions are implemented or imposed in relation to the substance of their complaint, the Complainant will be notified only that the file has been closed. For privacy reasons, the amount of information related to this resolution will be limited.

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

6. Terminology

Professional Services

Professional Services are defined as any one of the following:

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

Professional Practice Sanctions

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

AAI: 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. If there is an inconsistency between this guide and the AIC's governing documents, the governing documents take precedence.

AIC Complaint Form

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 provided in a report
- 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 support your complaint

DISCLOSURE

The **identity of a Complainant will be provided** to the AIC Member.

Notice of Outcome will be provided in accordance with AIC Consolidated Regulations as outlined in the AIC Complaint Resolution Guide.

TIMELINES

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

Your Complaint Form can be submitted to the AIC: **By Mail:** Appraisal Institute of Canada
403-200 Catherine Street Ottawa, ON K2P 2K9

By email: info@aicanada.ca

YOUR CONTACT INFORMATION

Name:

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

Telephone:

Email address:

AIC MEMBER CONTACT INFORMATION

Name of AIC Member:

Company Name:

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

CONTACT WITH THE APPRAISER

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

If yes, please provide 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)

COMPLAINANT CERTIFICATION

In submitting this complaint to the Appraisal Institute of Canada, I confirm that I understand that:

- the AIC will review an AIC Member's professional practice, report(s) and complete workfile(s) to confirm compliance with CUSPAP
- my identity **will** be provided and my contact details **will not be** provided to the AIC member(s) complained against
- 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 provided in a report
 - coincide with or be complementary to any matter outside of the AIC process
 - act on an anonymous complaint
- the amount of information provided in a Notice of Outcome is dependent on the manner in which the complaint file is resolved and that when providing that notice, the AIC will adhere to AIC Consolidated Regulations regarding Disclosure and in accordance with privacy law.
- the resolution of a complaint file is final and is not subject to appeal by a complainant.

Complainant's Signature

Please Print

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



CONFIRMATION AND CONSENT FOR REPRESENTATIVE

I, the undersigned, _____ confirm that _____
Complainant's Name Representative's Name

is acting on my behalf in the complaint matter that is the subject of this complaint form (the "complaint matter").

I consent to the release of information in relation to the complaint matter to the above-named representative as required and if warranted pursuant to AIC Consolidated Regulations.

I understand that I may amend or revoke this Authorization and Direction at any time by providing notice to the AIC.

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

- Please send all correspondence **directly to me with a cc to my representative** at the following email address.
- Please send all correspondence **directly to my representative** at the following email address:

- with cc to me
- without cc to me

Email Address: _____

Business Address: _____

Address Line 2: _____

Complainant's Signature

DATE: _____, 20 ____