

# COMPLAINTS FORM



**IMPORTANT INFORMATION:** THE ASSOCIATION OF CANADA LANDS SURVEYORS CANNOT RULE OR PROVIDE AN OPINION ON THE LOCATION OF A BOUNDARY. IF YOU DO NOT AGREE WITH THE LOCATION OF A BOUNDARY ESTABLISHED BY A SURVEYOR, YOU MAY SEEK THE OPINION OF ANOTHER SURVEYOR, OR YOU MAY WISH TO CONSULT A LAWYER FOR ADVICE ON HOW TO RESOLVE YOUR BOUNDARY ISSUE.

YOUR INFORMATION	
FULL NAME:	
ADDRESS:	
TELEPHONE NUMBER:	
FAX NUMBER:	
E-MAIL:	

MAY WE CONTACT YOU VIA PHONE?  YES  NO

MAY WE CONTACT YOU VIA E-MAIL?  YES  NO

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### INFORMATION ABOUT THE SURVEYOR:

PLEASE BE AWARE THAT THE SURVEYOR ABOUT WHOM YOU ARE COMPLAINING WILL BE SENT A COPY OF YOUR COMPLAINT. ALL RESPONSES WILL BE CONSIDERED BY THE COMMITTEE. THE COMMITTEE MAY REQUEST ADDITIONAL INFORMATION FROM EITHER PARTY, AS THEY DEEM APPROPRIATE. PLEASE INCLUDE COPIES OF ALL SUPPORTING INFORMATION, INCLUDING WORK ORDERS, NOTES YOU MADE REGARDING CONVERSATIONS, PHOTOGRAPHS, PLANS, ETC. WITH YOUR SUBMISSION.

SURVEYOR INFORMATION	
NAME AND/OR COMPANY:	
ADDRESS:	
TELEPHONE NUMBER:	
FAX NUMBER:	
E-MAIL:	

**YOUR REPLIES TO THE FOLLOWING WILL HELP THE COMMITTEE TO BETTER UNDERSTAND THE NATURE OF YOUR COMPLAINT:**

1. WERE YOU THE CLIENT?  YES  NO

IF NOT, WHAT IS YOUR RELATIONSHIP TO THIS COMPLAINT? \_\_\_\_\_  
\_\_\_\_\_  
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2. IF APPLICABLE, DESCRIBE YOUR UNDERSTANDING OF THE SURVEYING SERVICES THAT WERE TO BE PROVIDED. FOR EXAMPLE, PROPERTY BOUNDARIES TO BE ESTABLISHED AND MARKED OUT, TOPOGRAPHIC SURVEY, SITE PLAN, ETC.

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3. IF APPLICABLE, PLEASE PROVIDE DETAILS OF ANY COST ESTIMATE OR QUOTATION. INCLUDE A COPY OF ANY WRITTEN ESTIMATE, QUOTATION OR CONFIRMATION OF WORK ORDERED. IF VERBAL ONLY, PLEASE DESCRIBE YOUR UNDERSTANDING OF THE FEE ARRANGEMENTS AND WHO THEY WERE DISCUSSED WITH. INCLUDE ANY NOTES YOU MADE FROM CONVERSATIONS WITH THE SURVEYOR.

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4. DID THE SCOPE OR NATURE OF THE WORK CHANGE AFTER THE JOB WAS STARTED? PLEASE PROVIDE COPIES OF ANY CHANGE ORDERS, ETC. OR DESCRIBE NEW ARRANGEMENTS AND HOW THEY WERE MADE.

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5. PLEASE DESCRIBE OR OUTLINE THE NATURE OF THE COMPLAINT IN YOUR OWN WORDS. (USE A SEPARATE DOCUMENT IF REQUIRED) **PLEASE INCLUDE COPIES OF ALL SUPPORTING INFORMATION, INCLUDING WORK ORDERS, NOTES YOU MADE REGARDING CONVERSATIONS, PHOTOGRAPHS, PLANS, ETC.**

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6. HAVE YOU DISCUSSED YOUR COMPLAINT WITH THE SURVEYOR?  YES  NO

IF YES, WHAT WAS THE RESULT?

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SIGNATURE OF COMPLAINANT

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DATE

YOUR COMPLAINT MAY BE SUBMITTED BY EMAIL TO [REGISTRAR@ACLS-AATC.CA](mailto:REGISTRAR@ACLS-AATC.CA), BY FAX TO 613-723-5558 OR BY MAIL TO:

**REGISTRAR**  
**ASSOCIATION OF CANADA LANDS SURVEYORS**  
**900 DYNES ROAD, SUITE 100E**  
**OTTAWA, ONTARIO, CANADA K2C 3L6**