

Complaints Help Form

IMPORTANT INFORMATION: The Association of Ontario Land 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 a court application or an application under the *Boundaries Act*. A complaint relating only to fees should be directed to the Registrar, who will refer it to the Association's Fees Mediation Committee.

Information about you:

Your full name: _____

Your full address: Street no. _____ Street name: _____

Apt. no. _____ City: _____

Province: _____ Postal code: _____

Home telephone: (_____) _____

Work telephone: (_____) _____

Fax number: (_____) _____

Email: _____

May we contact you at work? Yes No

May we contact you at the email address above? Yes No

Information about the surveyor:

Please be aware that the surveyor about whom you are complaining will be sent a copy of your complaint and any further submissions. Your complaint and the surveyor's response will be considered by the Committee. The Committee may request additional information from either party, as they deem appropriate. Please make best efforts to identify the individual surveyor against whom you wish to file a complaint. If you are unable to identify the surveyor, please indicate the survey firm.

Surveyor's (or company's) name: _____

Surveyor's address: Street no. _____ Street name: _____

Suite no. _____ City: _____

Postal code: _____

Your replies to the following will help the Committee to better understand the nature of your complaint:

1. Were you the client of this surveyor? Yes No

If not, what is your relationship to this complaint? _____

2. If applicable, describe your understanding of the surveying services to be provided. For example, a Surveyor's Real Property Report required for a sale or purchase, property boundaries to be established and marked out, topographic survey, site plan, etc.

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.

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.

5. Please describe or outline the nature of the complaint in your own words. (Use a separate sheet of paper if required, and attach to this form. Include copies of any supporting information.)

6. Have you tried to discuss your complaint with the surveyor? Yes No

If yes, what was the result? _____

7. Keeping in mind that the Committee cannot render a decision on a boundary location or a dispute regarding fees, what would you consider to be an appropriate resolution of your complaint?

