

Complaints Help Form

Received on _____

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 how to resolve your boundary issue.

A complaint relating only to the fee charged by a member should be directed to the Registrar, who will refer it to the Association's Fees Mediation Committee.

(Date Stamp)

Information about you:

Your full name: _____

Your full address: Street No. _____ Street Name: _____

Apt. No. _____ City: _____

Province: _____ Postal Code: _____

Primary Telephone: (_____) _____

Alternate Telephone: (_____) _____

Fax Number: (_____) _____

E-mail: _____

May we contact you by telephone? Yes No

May we contact you at the e-mail 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. The surveyor's response will in turn be sent to you, and any further response by you will be copied to the surveyor for his or her further response. 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'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 that were 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 and who they were discussed with. Include any notes you made from conversations with the surveyor.

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.

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.)**

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, award damages, or rule on fees, what would you consider to be an appropriate resolution of your complaint?

Signature of Complainant

Date

Your complaint may be submitted by email to admin@aols.org, by fax to 416-491-2576 or by mail to:
Registrar
Association of Ontario Land Surveyors
1043 McNicoll Avenue,
Toronto, ON M1W 3W6