



Part One: Information Sheet

Introduction

As the regulator of the practice of architecture in Ontario, the OAA handles complaints regarding the conduct or actions of a member of the OAA.

The *Architects Act*, R.S.O. 1990, c. A.26 (the Act) prescribes the complaints process to ensure the public interest in Ontario is served and protected. A complaint may be made if there is concern that a member of the OAA (Architect, Licensed Technologist OAA, a holder of a Certificate of Practice, or holder of a Temporary Licence) has contravened the Act or has engaged in professional misconduct as set out in the Regulations (R.R.O. 1990, Reg. 27, s. 42).

The OAA's Complaints Committee exists to investigate and consider complaints regarding the conduct of an Architect, Licensed Technologist OAA, and/or a holder of a Certificate of Practice. The Committee's role is to determine whether a matter should proceed to the disciplinary stage. The Committee does not make a finding of whether a member is guilty of professional misconduct or incompetence. Rather, the Complaints Committee performs a screening function by gathering relevant information. More information about the complaints process and possible outcomes of the process can be found below.

Before Filing a Complaint

If you have questions or concerns about an OAA member's professional conduct, we would encourage you to contact the Office of the Registrar at the OAA. In many instances, OAA staff can help address whether submitting a formal complaint is the most appropriate forum to address your concerns. If you have questions or concerns about an OAA member's conduct, normally the first step is to talk to the member.

If you are unable to resolve the issue, and believe there is a professional conduct or competency concern, please check the [Online Directory](#) to ensure the Architect, Licensed Technologist OAA, or architectural practice is registered with the OAA. If the party in question does not appear in the directory, please contact the [Office of the Registrar](#) to let us know someone is misrepresenting themselves as an Architect or Licensed Technologist OAA. If the person is not a member or the entity does not have a Certificate of Practice, the OAA cannot investigate the matter. However, through the Office of the Registrar, other actions may be taken to ensure that no person or entity misrepresents their qualifications or ability to offer professional services to the public.

Contact the OAA at complaints@oaa.on.ca with your questions.

Filing a Complaint

Filing a formal complaint with the OAA is a serious matter. The complaints process should not be used for matters that are frivolous or vexatious, or to address other civil or commercial disputes that should be dealt with through legal avenues. The OAA does not have the mandate or authority to govern its memberships' contractual and business dealings.

What You Need to Do

1. Complete the Complaint Form. If the space provided for any answer is insufficient, include a separate document with further details.
2. Gather any documents that relate to your complaint. Include any documents that you think will help us understand your complaint (and direct us to the parts that you think are important).
3. Send the complaint to complaints@oaa.on.ca or mail to:
Attn: Complaints
Ontario Association of Architects
111 Moatfield Drive
Toronto, Ontario
Canada M3B 3L6

What Happens Next?

The OAA reviews every complaint inquiry it receives, although it may not take action on all of them. The complaints process' first point of contact is the Coordinator, Investigations (Coordinator). The Coordinator will acknowledge the receipt of the Complaint form and, together with the Deputy Registrar, perform an initial assessment to identify if the matter raises issues within the OAA's jurisdiction. More information about the Complaints Process can be found here: [OAA Complaint Process](#).

If we cannot help with a complaint or deal with it as a professional conduct matter, we will let you know.

Confidentiality and Privacy

Please note that, in fairness to the person or entity you are complaining about, the OAA will share with that person or entity some or all the information and documents you send us. Complaints are otherwise confidential. Confidentiality continues to be required even after the complaint has been addressed (without discipline proceedings). If a matter is referred to Discipline and there is a finding of professional misconduct or incompetence against an OAA member and/or Practice, the Decisions and Reasons of the Discipline Committee are published.

Our Commitment to a Respectful Environment

The OAA is committed to providing excellent service for members and the public, as well as a safe and harassment-free work environment for all. The OAA will not tolerate aggressive behaviour in any form against its staff, Council, or volunteers, including violence, harassment, threats, intimidation, inappropriate language, and bullying.

Questions?

Contact the OAA at complaints@oaa.on.ca with your questions



Part Two: Information about You (the Complainant)

Are you complaining for yourself or on behalf of a company or other entity?

Yourself

Company/Other Entity

Complainant Name

Given Name

Last Name

Number, Street, P.O. Box

Unit/Apartment Number

City, Province, Territory

Postal Code

Contact Information

Cell/Contact Phone

Work Phone

Personal Email

Work Email

May we contact you at work?

Yes

No

Your Company Information (if applicable)

Company Name

Last Name

Contact First Name

Contact Last Name

Contact Position



Address and Description of the Project Cited in Your Complaint

Number, Street, P.O. Box

Unit/Apartment Number

City, Province, Territory

Postal Code

Description

Describe the type of building and current stage of the project.



PART THREE: Information about the OAA Member(s) You Are Complaining About

Note: If your complaint involves more than one OAA member, you must file a separate Complaint Form for each OAA Member about whom you are complaining.

OAA Member

Given Name

Last Name

Work Phone

Mailing Address

Number, Street, P.O. Box

Unit/Apartment Number

City, Province/Territory

Postal Code

What is your relationship with the OAA member?

Client

Other

OAA member

Employee

Other (specify) _____

Does your complaint involve a matter that is currently, or has been, before a Court or a Tribunal, or is being considered and/or investigated by another Regulatory Body?

Yes

No

If yes, which Court or Tribunal, or Regulatory Body?

What is the status?



PART FOUR: Your Complaint

What is the nature of your complaint? Select all that apply.

Member's integrity (e.g. illegal conduct, fraud, misrepresentation)

Member's competence (e.g. not applying reasonable skill and judgment, not meeting performance standards)

Adherence to regulatory requirements (e.g. failing to abide by an administrative requirement, unauthorized participation in a competition)

Conflict of interest (see section 43 of [Regulation 27](#))

Conduct with client(s) (e.g. unreasonable billing practices, unreasonable withdrawal of services)

Conduct with other OAA members (e.g. competing with another holder without a fee, copying designs)

Safety (e.g. deliberate or reckless disregard for the rights and safety of others)

Provide a brief (one-paragraph) summary of the issues and conduct you are complaining about:

Provide a chronology of the events of your complaint, referencing supporting documents specific to the actions and conduct of the OAA Member. Supporting documents could include correspondence, drawings, reports, photos, permits, contracts, court decisions, etc.



Please list the documents you are sending. (Note: do not send originals.)

What do you hope will happen as a result of your complaint?

NOTE: The OAA does not have the mandate or authority to govern its members' contractual and business dealings. This means the OAA has no authority to require members to return drawings or other project documents, return or revise fees, or change the timeline of a project.



PART FIVE: Acknowledgement and Consent

Before completing this Acknowledgment and Consent, please ensure you have read Part One (The Information Sheet).

By checking this box, I confirm I am the Complainant named in Part Two, and that I have read and understand the following:

I understand the OAA may share my name, this form and some or all of the information and documents that it receives from me and other parties with the OAA Member complained about.

I agree to the OAA sharing and providing copies of information and documents that it receives from me with the OAA member complained about. I understand that if I do not agree, the OAA may be unable to process my complaint.

I understand the OAA may not be able to process my complaint without supporting documents. I have attached copies of documents that support my complaint.

I understand the OAA may keep digital recordings of voice mail messages as part of the complaint file.

Name of Complainant

Date Completed

Signature of Complainant

