



## Complaint Process Information

### What types of complaints can the Ontario College of Trades deal with?

As the regulator of various trades in Ontario, the College of Trades (the College) receives complaints about tradespersons who are members of the College of Trades. The complaint must relate to professional misconduct, incompetence or incapacity of a member in order for the Complaints Committee to consider it. You may wish to refer to the definition of professional misconduct found in the Professional Misconduct Regulations ([Ontario Regulation 97/13](#)), and the definitions of incompetence and incapacity outlined in sections [46\(3\)](#) and [47\(2\)](#) of the [Ontario College of Trades and Apprenticeship Act, 2009](#).

We cannot assist with every kind of complaint and there are some things that the Complaints Committee does not have the legal authority to do. Please note that the College cannot pay you money or make a member reduce an invoice, give you a refund for services provided or otherwise resolve a fee dispute. If you believe a tradesperson has made a mistake which cost you money, or that you were over charged or that you deserve a discount for work that you believe was substandard, you may wish to seek legal advice about your options.

### Confidentiality

Under section [62. \(1\)](#) of the [Ontario College of Trades and Apprenticeship Act, 2009](#), complaints and investigations are confidential unless the College has begun discipline proceedings. As such, the College conducts its investigations as discreetly as possible and does not comment to the public on complaints that it receives. However, in fairness to the member you are complaining about, we will share with them some or all of the information provided to us, including a copy of the complaint and any relevant documents. This is necessary in order to allow the member to understand the allegations that have been made against him or her and an opportunity to respond. If the complaint is referred to the Discipline Committee for a public hearing, information about the matter will, in almost all cases, be made available to the public.

### Next steps

If you are satisfied that the individual is a member of the College and your complaint is something that the Complaints Committee has the ability and authority to deal with (see above):

- I. Complete and sign the Complaint Intake Form
- II. Attach copies of any documents that relate to your complaint. Send any documents (including photographs) that you think will help us understand your complaint and direct us to the portions that you think are most important.
- III. Send the completed and signed Complaint Intake Form with copies of relevant documents (do not send originals) by mail to:

Ontario College of Trades  
Attention: Complaints Intake Office  
655 Bay Street, Suite 600  
Toronto, Ontario M5G 2K4

### What happens after I submit the Complaint Intake Form?

We will send you a letter to let you know we received your complaint. Each complaint will be carefully reviewed and assessed, to see if the allegations you complain of relate to a College member's professional misconduct, incompetence or incapacity. Such complaints are triaged and prioritized depending on the severity of the alleged conduct.

If we cannot help with a complaint or deal with it as a professional conduct matter, we will let you know. We will advise you if we require further information from you.

## Complaint Intake Form

The information provided in or in connection with this application is collected, used and disclosed under the authority of the *Ontario College of Trades and Apprenticeship Act, 2009* (OCTAA), the Regulations under the OCTAA, the College's by-laws, and other applicable laws or regulations.

### 1. Information about you ("the Complainant")

Complainant's Name

Street Number	Street Name	Unit Number	PO Box
City/Town		Province	Postal Code
Country			
Daytime Telephone Number	Cell Number	Email Address	
Place of Employment (optional)			
Work Street Number	Work Street Name	Work Unit Number	Work PO Box
Work City/Town		Work Province	Work Postal Code
Work Country			
Work Telephone Number	Work Email Address		

### 2. Information about the Member you are complaining about

(If you have concerns about more than one member, complete and attach a separate Complaint Intake Form for each member)

Name of Member	Trade(s)	College Member ID (if known)	
Name of Employer/Contractor			
Street Number	Street Name	Unit Number	PO Box
City/Town		Province	Postal Code
Country			
Daytime Telephone Number	Email Address (optional)		
Location of Incident			
Street Number	Street Name	Unit Number	PO Box
City/Town		Province	Postal Code
Country			
Daytime Telephone Number	Email Address		

### 3. Complaint and Member Relationship

a) What is your relationship with the member you are complaining about?

- |   |  |
|---|--|
| <input type="checkbox"/> Client             | <input type="checkbox"/> Subcontractor of member |
| <input type="checkbox"/> Employer           | <input type="checkbox"/> Family member           |
| <input type="checkbox"/> Employee of member | <input type="checkbox"/> Other _____             |

b) Did you hire this member?

- Yes  
 No (If you answered no, please proceed to section "c")

I. If there are any documents to show you hired the member, please attach a copy (For example; paystub, contract, invoice, letter, email, etc.)

II. When was the member hired?

III. What was the member hired to do?

IV. Is the work complete?

c) Does your complaint involve a matter before a Court or a tribunal?

- Yes  
 No (If you answered no, please proceed to section 4.)

I. What is the name of the Court or tribunal?

- |   |   |
|---|---|
| <input type="checkbox"/> Small Claims Court             | <input type="checkbox"/> Human Rights Tribunal of Ontario |
| <input type="checkbox"/> Ontario Court of Justice       | <input type="checkbox"/> Other _____                      |
| <input type="checkbox"/> Ontario Labour Relations Board |   |

II. What city is the Court or tribunal located in?

III. What is the Court or Tribunal file number? (if known)

IV. What is the current status?

- Ongoing  
 Completed If this matter is complete, please advise how it was resolved. (For example, final decision made by the Court or Tribunal following a trial/hearing, Settlement Agreement, Default Judgment, Claim was abandoned or withdrawn, etc. )

#### 4. Your Complaint

- a) Please tell us about your complaint and describe as clearly as possible the incident(s) and the conduct that, in your opinion, constitutes [professional misconduct](#), [incompetence](#) or [incapacity](#).

Attach additional pages if necessary.

Provide relevant dates and a description of any efforts made to resolve the matter.

- b) Please list the documents (including photographs) you are sending (Note: Do not send originals.)

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

#### 5. Acknowledgment, Consent and Signature

I understand and agree that the College will share some or all of the information and documents that it receives from me and other parties with the member complained about.

I understand that the College does not resolve fee disputes between members and their clients or former clients.

Signature

X

Date (mm/dd/yyyy)