

Information about completing and filing a Complaint Form

General

As a self-regulating professional association, ASET ensures public safety with a responsibility to guarantee the qualifications of those holding ASET titles and protect against title misuse, and the ability to exercise disciplinary and legal action to ensure competence of ASET members. Although the provincial government remains ultimately responsible for public safety and well-being, it entrusts this responsibility to professional self-regulatory associations such as ASET. ASET's ongoing commitment to protecting the public interest is evident administering a complaint and discipline process.

This form is to be used to file a complaint regarding the unprofessional conduct and unskilled practice of an ASET member.

To verify the current membership status of technicians and technologists using ASET credentials, please check our [Member Roster](#). If you are concerned that an individual not listed on the member roster is using an ASET designation, please contact the ASET office directly.

Please note the following:

- ASET does not act as the intermediary between a complainant and a respondent. The Investigative Committee examines complaints against regulated members of ASET.
- Individual violations of ASET's Code of Ethics do not necessarily constitute professional misconduct.
- While the ASET Investigative Committee examines complaints against regulated members of ASET regarding unprofessional conduct, unskilled practice, and violations of the Association's Code of Ethics, ASET is not responsible for recovering any costs to the complainant. Therefore, if you are seeking financial remuneration, you are advised to seek your own legal counsel which may be initiated at the same time as proceeding with ASET's internal Investigative Committee.

If you have any questions about ASET's complaint process, please contact us.

Confidentiality of your complaint

ASET cannot guarantee that the information you provide, or the information we obtain from other parties during the course of the investigation, will remain confidential. Members under investigation are provided some or all of the information obtained during investigation. If a complaint is referred to the Discipline Committee, you, as the complainant, are not a party to the proceedings. Discipline proceedings and exhibits are generally considered public.

Details of any case may be published if the investigated member is found guilty of unprofessional conduct or unskilled practice. It is essential for public safety that we investigate complaints, regardless of the potential *impact* on ASET or the profession as a whole.

To Begin the complaint process

- Complete and sign the Complaint Form
- Attach a copy of any documentation that is relevant to your complaint
- Send the completed complaint form and copies of related documents by email to melaniel@aset.ab.ca, or by mail to:

Regulatory Compliance
1600-9888 Jasper Ave NW
Edmonton, AB T5J 5C6

What happens next?

ASET will send you a letter acknowledging receipt of your complaint. A notice of complaint along with the complaint form (including all attachments) will be sent to the member under investigation. The member under investigation will have 30 days to respond. Once the member under investigation has responded to the complaint, the complaint will be forwarded to the Investigative Committee for review. The Investigative Committee will appoint the Investigative Panel to review and assess the complaint and determine the next steps (i.e., interviews). Please note, you may be called upon as a witness at the discretion of the Investigative Panel.

Once the Investigative Panel has conducted their investigation, they will present their findings and recommendations to the Investigative Committee as a whole.

Pursuant to section 51(1) of the *Engineering and Geoscience Professions Act*, the Investigative Committee may terminate an investigation at any time if it is of the opinion that:

- a) the complaint is frivolous or vexatious, or
- b) there is insufficient evidence of unskilled practice of the profession or unprofessional conduct.

Pursuant to section 52(1) of the *Engineering and Geoscience Professions Act*, if an investigation is not terminated under section 51, the Investigative Committee may:

- a) if the investigated person has admitted to conduct that constitutes unskilled practice of the profession or to unprofessional conduct, recommend, in accordance with subsection (2), any order that the Investigative Committee considers appropriate, or
- b) refer the matter to the Discipline Committee for a formal hearing.

Complaint Form

Confidential

To: Manager, Regulatory Compliance

1. Complainant:

First Name	Last Name	
Street Address	Apt #	
City	Province	Postal Code
Daytime phone number	Email address	

2. Member Under Investigation:

First Name	Last Name	
ASET Designation		
Company Name		
Street Address	Apt #	
City	Province	Postal Code
Daytime phone number	Email address	

PRIVACY NOTICE: The information in the Complaint Form is collected pursuant to Section 49 of the *Engineering and Geoscience Professions Act*, RSA 2000, Ch. E-11, and will be used by ASET solely in the administration of the complaints and discipline process described in the Act. The information in this Complaint Form is subject to the confidentiality provisions of the Act, and will not be disclosed or communicated by ASET except as required in connection with ASET's administration of the complaints and discipline process or with the consent of the person to whom the information relates. ASET's activities within the province fall under the jurisdiction of the *Personal Information Protection Act of Alberta (PIPA)*. For more information, see ASET's Privacy Policy at <http://www.aset.ab.ca/Privacy-Policy.aspx>.

3. Relationship between the Complainant and Member Under Investigation

What is your relationship with the member under investigation?

- Client Supplier/Subcontractor Supervisor Employee Other _____

Does your complaint involve a matter that is currently, or has been, before a Court or Tribunal?

- Yes No

If yes, which Court or Tribunal:

What is the status?

4. Your complaint

What is the nature of your complaint? Choose all that apply:

Technical or Competence Related

- Negligence
- Failure to apply appropriate code or standard
- Practicing outside of area of training/competence
- Failure to safeguard life, health, or property
- Other

Please provide specifics in the space below:

Conduct / Behavior

- Harassment
- Conflict of interest
- Other

Please provide specifics in the space below:

Provide a one-paragraph summary of the issue and conduct of the ASET member you are submitting a complaint about.

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

What is the public interest impact relating to your complaint?

I am filing this complaint for investigation and consideration by the Investigative Committee and not for personal gain or any other purpose. I understand that ASET will provide the ASET member a copy of this Complaint Form, including all submitted attachments. In addition, all of the information that ASET receives from me and from other parties in the course of the investigation of this complaint may also be provided to the member under investigation.

Signature

Date