



## INFORMATION ON THE COMPLAINTS PROCESS

### **What types of complaints will the Saskatoon & Region Home Builders' Association deal with?**

As the professional association for the residential construction industry in Saskatoon & region, we receive and respond to written complaints about businesses who are members of the Association. Membership in the Association is not mandatory to work in the home building business in Saskatoon but is considered a mark of distinction for companies who choose to raise the bar for professionalism and uphold certain standards. One of these standards is a Code of Ethics, also used at the national level by the Canadian Home Builders' Association, which can be found below.

### **CODE OF ETHICS**

- *Members shall comply with applicable building codes of Canada as a minimum standard for construction and shall work toward its improvement in the interests of structural sufficiency, safety, and health.*
- *Members shall plan their sites and homes to conform to the principles of good community planning and support for the environment.*
- *Members shall deal justly with their employees, subcontractors, and suppliers of all goods and services.*
- *Members shall deal honestly and fairly with their customers and stand behind the quality of their work and service commitments.*
- *Members shall exchange information and experience, and encourage research on materials, technical advancements, and building techniques in order to provide the best value for their customers.*
- *Members shall avoid all conduct or practice detrimental to the home building industry, to the Association, and to the good name or reputation of any of its members or its customers.*
- *Members shall commit to continuing learning through human resource policies and practices, including employment practices which treat employees as assets.*
- *Members shall actively promote health and safety principles.*
- *Members shall treat their competitors, including their property and ideas, with respect.*

We cannot assist with every kind of complaint. The Association's role in addressing complaints is to ensure that members are upholding the Code of Ethics. The complaints process can not be used to replace a legal proceeding or to represent a home owners interests.

Please note that the Saskatoon & Region Home Builders' Association cannot pay you money or make a member pay you money or conduct more work. If you are seeking to have the issue rectified in some way (e.g., compensation, additional work), you will have to deal directly with the business or you may wish to seek legal advice about your options.

**How do I know if a company is an SRHBA member or not?**

A complete list of SRHBA members can be found using our online directory at [saskatoonhomebuilders.com/find-a-member/](http://saskatoonhomebuilders.com/find-a-member/).

**What if the company is not an SRHBA member?**

If the company is not an Association member, we are unable to proceed with the complaints process or enforce any violations of the Code of Ethics, since non-members are not required to follow the Code.

**What happens if I file a complaint?**

We will respond to let you know we received your complaint. Your complaint is assigned a file number, which will be indicated in the letter.

All complaint files are reviewed by our Complaints Committee, a committee of the Board of Directors of the Association which has authority to consider and/or investigate complaints from members of the Association or from members of the general public concerning alleged improper conduct of members. The Complaints Committee could dismiss the complaint or refer the file to the Ethics Committee in accordance with the Code of Ethics.

The Ethics Committee is a committee of the Board and has the authority to make a decision as to whether a member has engaged in improper conduct, and to impose disciplinary action.

We review and consider every complaint we receive to determine the most appropriate course of action. We investigate when necessary and take disciplinary action in appropriate cases.

If we cannot help with a complaint or deal with it as a professional conduct matter, we will let you know. We will keep you informed about the status of your complaint as changes or decisions are applied to the file.

**What are the potential outcomes?**

Following investigation, the Complaints Committee will forward the file to the Ethics Committee for consideration. Once the Ethics Committee has made a decision, a written notice will be given to all parties that a decision was made.

As mentioned above, if the complaint does not warrant further investigation, the file will be closed. In other instances, a file will be closed after further investigation is concluded.

In either case, all parties involved will receive a written notice from the Saskatoon & Region Home Builders' Association to inform you that the file was closed by the Complaints Committee. The letter will explain reasons for closing it.

**How is confidentiality applied in this process?**

Complaints and investigations are treated as confidential and are not shared publicly. In order to conduct a proper investigation, and in fairness to the member you are complaining about, we will share with them some or all of the information you provide us. We may give copies of documents received from you or any other person to the member you are complaining about. We may also need to share personal information (such as names, addresses and telephone numbers) with the member.

Original documents will not be returned, please ensure you submit only copies. Copies of your complaint form and attached document will be retained in electronic format for our records. Any hard copy will be destroyed immediately following the end of the process.

**What do I need to include when I file my complaint?**

First, complete and sign the Complaint Intake Form (attached below). Attach copies of any documents that relate to your complaint that you think will help us understand your complaint (and direct us to the parts that you think are important). Make sure you sign the form.

If you are filing the complaint on behalf of someone, make sure the Third Party Authorization document is completed and included in your package.

Send the completed Complaint Intake Form with copies of relevant documents (do not send originals) to:

Saskatoon & Region Home Builders' Association  
Attention: Complaints Committee

By mail at: #2 – 3012 Louise Street, Saskatoon, SK S7J 3L8

Or, by email at: [membership@saskatoonhomebuilders.com](mailto:membership@saskatoonhomebuilders.com)

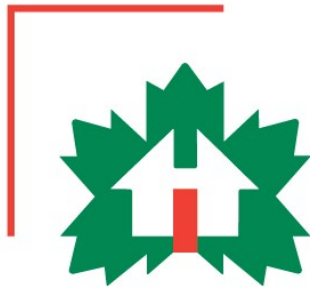
**Our commitment to a respectful environment**

The Saskatoon & Region Home Builders' Association is committed to communicating with you in a respectful, professional and civil manner. Similarly, we expect the same courtesy from others.

We understand that the complaint process and the circumstances that give rise to complaints can be stressful. However, we will not accept discriminatory or harassing behaviour or profane communications. We are required to protect staff from harassing, discriminatory and threatening behaviour. This kind of behaviour will result in the Saskatoon & Region Home Builders' Association restricting communications or no longer communicating with you beyond advising you of the outcome of your complaint.

**Do you have any other questions?**

If you have any questions about the process or how to file your complaint, please call the Saskatoon & Region Home Builders' Association office at 306.955.5188. The Member & Industry Relations Associate will be available to answer your questions.



## COMPLAINT INTAKE FORM

### INFORMATION ABOUT YOU (COMPLAINANT)

Name of person filing complaint: \_\_\_\_\_

Are you a member of the Saskatoon & Region Home Builders' Association?  Yes  No, I'm a member of the public

If you are a member, which company?: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Date of complaint submission: \_\_\_\_\_

Are you complaining on behalf of another person?  Yes, name: \_\_\_\_\_  No

If so, your relationship with the third party is: \_\_\_\_\_

Are you familiar with the Saskatoon & Region Home Builders' Association Code of Ethics?  Yes  No

### INFORMATION ABOUT THE MEMBER YOU ARE COMPLAINING ABOUT

If applicable, a separate form must be completed for each member you are making a complaint about.

Name of company: \_\_\_\_\_

Name of individual(s) you have dealt with: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal code: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

## INFORMATION ABOUT YOUR COMPLAINT

Please provide a summary of your complaint below. Be factual, providing a description of what took place and include specific dates. If you like, use point form.

Please describe steps used to resolve the complaint thus far, including any legal proceedings.

Please provide an explanation of how you believe the member breached the Saskatoon & Region Home Builders' Association Code of Ethics.

## SUPPORTING DOCUMENTS

Please list the documents you are attaching. Do NOT send originals, as they will not be returned.

## ACKNOWLEDGEMENT, CONSENT AND SIGNATURE

We require your consent to discuss your complaint with the member you have complained about so that we can gather all the information necessary to deal with your complaint. The Saskatoon & Region Home Builders' Association (SRHBA) will share some or all of the information and copies of documents that it receives from you with the member complained about. If you do not consent, we will not be able to proceed with your complaint.

Do we have your consent to discuss and provide your complaint to the member?

Yes  No

Do you acknowledge the SRHBA may at its discretion talk to any third parties that have relevant information about your complaint?

Yes  No

We may contact you to obtain additional information or further clarification on the information provided. If you have any questions about the collection, use, or disclosure of this information, please contact the SRHBA.

Note: If you are filing this complaint on the behalf of another person, we require a signed authorization from this other person in order to proceed with the complaint. If you hold a power of attorney for the other person, you can include a copy of the power of attorney with the Complaint Intake Form.

I, \_\_\_\_\_, solemnly declare that I am the person named as Complainant in this complaint form, and I make this solemn declaration conscientiously believing it to be true and knowing that it is of the same legal force and effect as if made under oath.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

Please return completed form to:

Saskatoon & Region Home Builders' Association  
Attention: Complaints Committee  
#2, 3012 Louise Street  
Saskatoon, SK S7J 3L8

Or you may email your completed form (and supporting documents) to: [membership@saskatoonhomebuilders.com](mailto:membership@saskatoonhomebuilders.com)