CANADIAN ASSOCIATION OF HOME & PROPERTY INSPECTORS

ASSOCIATION CANADIENNE DES INSPECTEURS DE BIENS IMMOBILIERS

CAHPI COMPLAINT REVIEW REQUEST

At CAHPI complaints are reviewed very seriously. To proceed with a complaint review, this request form must be completed and filed with:

CAHPI "Complaint Review Committee"
info@cahpi.ca

Complainant Information

Name:_____

Mailing Address:_____

Phone: Days (___) ___-_____   Evenings (___) ___-_____

E-Mail: _____

Subject/Complaint Information

Name of Inspector: _____

Date of Inspection or Occurrence: _____

Location of Inspection or Occurrence: _____

Documents To Be Submitted

Written explanation of your complaint including:

- Specific reference to the relevant sections of the CAHPI **Standards of Practice** or **Code of Ethics** which you are claiming the member violated;
- Details of your attempts to resolve the issue with the inspector;
- A copy of the full inspection report (*if applicable*);
- Copies of other documents relevant to the complaint (*such as statement from your realtor, repair invoices, photos, reports, etc*). If submitting photos provide colour prints, no more than 4 photos per sheet on 8 ½ x 11 paper;
- Completed and signed CAHPI Complaint Review Request.

Prior to submitting your complaint, ensure you have:

- Confirmed the Inspector is a member of CAHPI at 613-227-3919 or on our website: www.cahpi.ca - Find a Home Inspector.
- Reviewed your signed contract, the home inspection report and any accompanying documents provided by the home inspector in conjunction with the CAHPI Standards of Practice & Code of Ethics.
- Fully completed and signed this **CAHPI Complaints Review Request** and enclosed all applicable documents.

Important Facts You Need to Know:

- CAHPI can only investigate complaints against its own members which involve behaviour that may breach the Standards of Practice or Code of Ethics.
- As part of CAHPI's investigation, it is customary that the complainant's statement be sent to the inspector under investigation. The records of the complainant requesting the investigation will then be required from the inspector concerned. Submission of your complaint gives CAHPI permission to acquire the necessary documents from your inspector.
- The outcome of this review may be based solely on the documentation received by the Committee. It is assumed that any documents not submitted by the complainant have been deemed by that complainant to be irrelevant to this complaint.
- Please note that CAHPI does not mediate disputes, impose settlements, nor provide an opinion on the alleged negligence of a member suitable for other proceedings.
- Should legal action commence during the course of our review, the inspector has the right to request a suspension of the complaint pending the outcome of litigation.
- CAHPI is unable to review complaints against inspectors who are not active members of CAHPI.

CAHPI Complaint Review
CAHPI Complaint Review Request
May 20, 2021

Canadian Association of Home & Property Inspections
PO Box 76065, Morgan's Grant PO, Ottawa, ON K2W 0E1 info@cahpi.ca ~613-227-3919

CANADIAN ASSOCIATION OF HOME & PROPERTY INSPECTORS

ASSOCIATION CANADIENNE DES INSPECTEURS DE BIENS IMMOBILIERS

COMPLAINT REVIEW REQUEST AGREEMENT

To proceed with a review by the Complaints Committee it is hereby understood and agreed that:

1) The complaint Review Process is confidential in nature;
2) Your letter of concern and all accompanying documents will be provided to the member concerned;
3) In the event there is any subsequent civil action between you, the homeowner, the CAHPI member or any other interested party that:
   a) Neither you nor the member concerned will seek to introduce into evidence any communications emerging from CAHPI;
   b) Neither you nor the member concerned will seek to introduce into evidence each other's communications to CAHPI;
   c) Neither you nor the member concerned will summons to Court any member of CAHPI who was involved in the review of your complaint.

I/We, as the Complainants, _____,
(Your name(s) – please print)

hereby agree to the above conditions with regards to my/our complaint filed against

CAHPI Member, _____,
(Inspector's name – please print)

submitted to **CAHPI** on _____.
(date)

_____
(Complainant signature(s)

_____
(Complainant signature(s)