

Complaint Process Chart (BCSLA By-laws 1.3.1.14 Part XVII – Complaints)

1. Complainant makes a verbal, written or digital complaint to Registrar.

2a. Registrar considers complaint serious or Complainant dissatisfied with solution to minor complaint: Registrar requests that Complainant submit the complaint in writing.

2b. Registrar considers complaint minor and proposes solution.

3a. Complainant submits complaint in writing.

3b. Complainant satisfied, no further action taken.

4. Registrar forwards written complaint to Member concerned and requests that Member respond in writing to Registrar within 14 days.

5. Registrar forwards a copy of Member's reply to the Complainant and Registrar conducts whatever investigation he/she deems necessary.

6a. Complainant not satisfied with Registrar's arbitration and exchange of correspondence: Registrar refers complaint to BCSLA Board

6b. Complainant satisfied with Registrar's arbitration and exchange of correspondence: no further action taken.

7a. BCSLA Board refers the complaint to Public and Professional Relations Committee for further investigation and resolution.

7b. BCSLA Board refers the complaint to President for further investigation and resolution.

7c. BCSLA Board refers the complaint to two directors for further investigation and resolution (if no expulsion/suspension contemplated).

8a. P & PR Committee report back to the BCSLA Board.

8b. President reports back to the BCSLA Board.

8c. Directors report back to the BCSLA Board.

9a. BCSLA Board decides that Directors will meet to consider expelling or suspending Member and provides written reason.

9b. BCSLA Board is satisfied with the arbitration and exchange of correspondence: Registrar informs Complainant and membership of the Board's decision. No further action taken.

10a. Registrar informs Member, by registered mail, of the time, date, location and reason for the meeting of the Directors (not less than fifteen (15) days before they meet).

11. BCSLA Directors meet to consider expelling or suspending Member for:

- Improper conduct;
- Conduct unbecoming a member of the Society;
- Conduct prejudicial to the interest or reputation of the Society;
- Conduct prejudicial to the interest or reputation of the landscape architecture profession;
- Willfully breaching the Constitution or By-laws of the Society.

12. Registrar provides Complainant's original Complaint and the results of any investigations.

13. Member chooses whether or not to defend self to Directors (with or without representation).

14. Directors deliberate and provide a written decision.

15. Registrar informs Member, Complainant, and membership of Directors decision. (If member is suspended or expelled Registrar also notifies public agencies.)