

8.0 POLICY CATEGORY: PROFESSIONAL CONDUCT & DISCIPLINE
8.1 POLICY FOCUS: COMPLAINTS AND INVESTIGATIONS

8.1.1 The AIBC is committed to meeting its legislative requirement for receiving complaints and investigating the professional conduct of its [registrants] where appropriate in order to uphold and safeguard the public interest in maintaining appropriate standards of professional conduct and practice by [registrants].

Accordingly, the Executive Director will ensure that:

8.1.2 Reasonable steps are taken so that the complaint and investigation process accords with the appropriate principles of administrative justice and procedural fairness that apply to these stages of a professional conduct matter. The AIBC develops, implements and refines consistent, efficient and fair rules, procedures and guidelines for handling complaints and investigations.

[NB: In March 2001, the AIBC implemented *Rules for the Professional Conduct Process* (the “*Rules*”). Rule 1.2 reads:

The object of these Rules is to secure the just, speedy and inexpensive determination of every complaint on its merits as provided in the [*Architects*] Act and these Rules, preferably by consensual resolution but otherwise by adjudication by a Disciplinary Committee.]

8.1.3 The complaint and investigation process is monitored on an ongoing basis to ensure that the relevant *Rules*, procedures, and guidelines continue to meet a high standard of procedural fairness and administrative efficiency. The AIBC will also monitor and review the implementation and application of these *Rules*, procedures and guidelines on an ongoing basis to ensure maintenance of a high standard of procedural fairness and administrative efficiency.

8.1.4 The AIBC, through the Professional Conduct and Illegal Practice Board, will develop or refine *Rules*, procedures and guidelines on an ongoing basis to assist the AIBC staff and support committees in carrying out their tasks at the complaint and investigation stages.

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