



**B C O S S A**

**British Columbia OnSite Sewage Association**

201-3542 Blanshard Street Victoria B.C. V8X 1W3

**Ph:** 250-391-8442 **BC Toll Free** 866-391-8442 **Fx:** 250-391-8446

**Email:** info@bcossa.com **WEB SITE:** www.bcosa.com

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## **Anonymous Complaint Process**

### **Introduction:**

To facilitate the ongoing improvement of processes and procedures related to the Sewerage System Regulation the BC Onsite Sewage Association has developed an anonymous complaint process that will allow members to access the investigation and offence mechanisms without exposure.

Complaints under the regulation could be, but are not limited to the following:

- Knowingly making a false or misleading statement on a filing or letter of certification or during an inspection
- Constructing or maintaining a system without proper qualifications
- Constructing a system or holding tank that causes or contributes to a health hazard
- Failing to repair or maintain a system that causes or contributes to a health hazard
- Failing to submit filing documents before installation
- Failing to provide a letter of certification
- Operating a system or holding tank without a letter of certification or permit
- Failing to follow standard practice
- Failing to follow the Standard Practice Manual
- Failing to follow the code of ethics of the appropriate association

### **Purpose:**

As a result of concerns expressed by BCOSSA members that complaints to health authorities may expose the complainant to social or business consequences, BCOSSA has introduced the anonymous complaint process.

Additionally, BCOSSA will be able to develop a dataset that will support changes to the regulatory process, Standard Practice Manual, educational course content or to BCOSSA policies.

The process will allow complaints to be directed to the appropriate authority or association by the BCOSSA who will track the complaint and eliminate the exposure to members.

**Process:**

Members who wish to make a complaint after becoming aware of or suspicious of an illegal activity will fill out the Anonymous Complaint form that is available online at [www.bcoffa.com](http://www.bcoffa.com) or through our office toll free at 866-391-8442.

The complaint form can be sent by fax 250-391-8446 or e-mailed directly to [info@bcoffa.com](mailto:info@bcoffa.com)

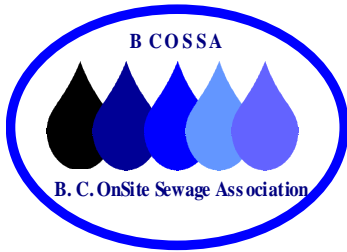
The complaint provided by the member will have all personal information removed at the BCOSSA office and the complaint will indicate that BCOSSA is the complainant. The BCOSSA Executive Director will then submit the complaint to the appropriate authority / association.

Upon submission of the complaint, the Executive Director becomes the Complainant of Record and any available information regarding follow up on the complaint is to be submitted back to the Executive Director by the appropriate authority / association. The information received will be given to the member by the Executive Director.

All complaint forms and information pertaining to these forms will remain strictly confidential and will remain the property of BCOSSA. Complaint forms received will be acted on by the Executive Director or BCOSSA staff as soon as practically possible.

BCOSSA will not carryout any investigation related to the complaint and will not engage in any research or other processes to support the complainant. Additionally, BCOSSA will not engage in legal action on behalf of the complainant.

If you have any question with respect to the process please contact BCOSSA at 866-391-8442.



# BCOSSA

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## Anonymous Complaint Form

### Instructions

1. Complete the form as best as possible and fax or scan and email to BCOSSA as noted above.
2. BCOSSA will assign a file number and shall NOT reveal to anyone your identity. Only BCOSSA paid staff shall be aware of your name. Each BCOSSA staff member has signed a confidentiality agreement.
3. BCOSSA staff shall determine which authority has jurisdiction to handle your complaint.
4. The Health Authorities and the Association of Professional Engineers and Geoscientists of BC have advised that they will investigate anonymous complaints.
5. While ASTTBC typically requires a complainant to be identified for their complaint process, the complainant could be BCOSSA if the evidence provided can be supported without complainant testimony. Therefore, it may be possible in certain circumstances for ASTTBC to act on an anonymous complaint. Otherwise, BCOSSA will return the anonymous complaint form
6. Your complaint will be re-typed to remove any handwriting that may be used to identify you.
7. BCOSSA will file your complaint and track its outcome. You will receive a notice that BCOSSA has received your complaint. Any results that we can secure will be forwarded to you.
8. Add any details, sketches, photos or maps in order to assist in the follow up by the appropriate authorities.
9. Please file one complaint per site or location.

### SITE LOCATION

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### COMPLAINT (check any that apply)

- Sewerage System is either installed or being installed WITHOUT a filing
- Sewerage System is either installed or being installed by a person who is NOT Registered
- Sewerage System is being maintained by a person who is NOT Registered
- No supervision by a Professional of a system being designed, installed or maintained
- Filing is submitted by a person who is NOT a Registered Practitioner or a Professional as defined in the Sewerage System Regulation.
- Sewerage System either filed or being installed does NOT follow the Sewerage System Regulation **OR** the Standard Practice Manual. If possible, state section(s) that may apply under the Additional Details / Information part of this form.
- Sewage or effluent is breaking out to surface.
- Health Authority does not accept a completed filing.

Other: \_\_\_\_\_

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