

National Home Inspector Certification Council

Launching a Complaint

The decisive factor for filing a complaint with the NHICC is structured in such a manner that facilitates fairness, respect and expediency, throughout the resolution process. Following the prescribed steps to a successful submission, investigation and resolution of a matter is required.

Complaints may be filed by either the general public or NHI (National Home Inspector) registered with the NHICC practicing home inspectors from all regions of Canada.

Face to Face Resolution

- 1) Before a complaint is filed with the NHICC, every attempt **MUST** be exercised by the Complainant to find resolution of the matter with the inspector involved.
- 2) Keep records of all communications including the dates and times of attempts to resolve the issues.
- 3) The Inspector has an obligation to the client to attend a revisit, re-evaluate and assist in getting a resolution. It is also expected to exercise that obligation in a reasonably timely manner.

When Face to Face Resolution Fails

When all attempts to resolve an issue have been unsuccessful, filing a complaint with the NHICC is likely the last resort. The NHICC's mandate focuses on investigating complaints related to conduct and competence of a NHI inspector and other matters that relate to professional practices. This mandate does not include mediation of individual complaints, imposing settlements, or assisting in civil proceedings or assessing fines to compensate for damages.

The following steps are to be adhered to in order to initiate an investigation into a matter:

- 1) Download the complaint form from the website.
- 2) Carefully read and understand the form before it is filled out.
- 3) Fill out the form as instructed providing all the necessary evidence to support your claim(s). **Remember** - it is your responsibility to provide all pertinent evidence to initiate the investigation and expedite a resolution.
- 4) Submit all documentation as instructed. Faxed evidence will be accepted under certain circumstances. Emailed evidence will also be accepted.

Periodic Notifications

The NHICC acknowledges complaints as they are received. Once received, periodic notices are sent to you as a courtesy throughout the resolution process in an effort to keep you up to date with the progress.