



## **Complaint Review and Discipline Process**

### **Member Conduct**

The Alberta Assessors' Association, registered under the Professional and Occupational Associations Registration Act (POARA), is a self-governing professional organization providing leadership to its members in the best interest of the public and the profession.

Under the provisions of POARA, ethical principles have been established to protect the public and to ensure orderly conduct within the profession.

Accredited members of the Association have met prescribed standards and, by law, only these members are permitted to use the designation of Accredited Municipal Assessor of Alberta (AMAA). All who use the AMAA designation are subject to the high expectations and standards of the assessment profession. Representing over 500 members, the Association is obliged to investigate all formal complaints received regarding the conduct of its members. As well, members are subject to the disciplinary powers granted to the Association under POARA.

### **The Complaint Process**

The first step in any dispute is to try to resolve the issue directly with the member involved. The Association encourages discussion and communication between all parties before seeking formal disciplinary action. If this proves impossible, the next step is to lodge a complaint with the Alberta Assessors' Association.

### **Lodging a Formal Complaint**

Any member of the public or of the profession may lodge a complaint with the Association regarding the conduct of an Association member.

Written, signed complaints must be submitted to the Chairperson of the Discipline Committee and should contain as much documentation as necessary to substantiate the complaint. An Alberta Assessors' Association [Complaint Form](#) must be used to lodge a formal complaint.

A description of the complaint and investigation process is outlined on the following Complaint/Investigation Flow Chart.

## AAA Complaint/Investigation Flow Chart

