

Disciplinary Practice, Complaints and Procedures for Consumer Complaints

Consumers Complaints, Investigations and Hearings

If you feel that a CanNACHI Home Inspector has acted in an unethical, unprofessional or improper manner you can lodge a complaint with the Canadian National Association of Certified Home Inspectors, and we will address and answer to your complaint fairly, responsibly and in a timely manner.

The association can only investigate and discipline its CanNACHI members.

What do I the consumer do?

The consumer can try talking and resolving the issue with the Home Inspector involved. If the two of you can't agree or come up with a solution, your next step is to contact us. You can refer to our Complaints Form found here as to make sure you have all the information required to make a complaint. Any and all complaints must be mailed to our association.

How does one know whether to file a complaint?

The Association will and can only handle complaints about CanNACHI Inspectors regarding their conduct and service. Our Disciplinary Practice and Procedure Committee will investigate to determine whether the member has violated any of our bylaws, Standards of Practice, the Code of Ethics or Code of Conduct.

Please note that the Committee cannot and does not mediate any disputes, impose any settlements, or provide opinions on the alleged negligence or if a Tort has been committed of a member , other civil means are available to the general public that can involve proceedings.

When my complaint has been received?

A written acknowledgement letter shall be sent letting you know we have received your complaint. All complaints are fully reviewed by our Disciplinary Practice and Procedure Committee and if more information is needed we will contact you.

If CanNACHI cannot help with a complaint, we will let you know. Also, the Association will keep you updated as to the status and progress of your complaint.

What does happen with all complaints?

Upon receipt of a complaint, the main focus is to resolve the complaint, in working both with the inspector and you. If the complaint can't be solved in this manner, it is forwarded to our Disciplinary Committee.

Discipline Committee and Procedure

Disciplinary cases are heard by our panel of 3 CanNACHI Disciplinary Practice and Procedure Committee Members chosen by the board of directors . In this procedure, both the parties are invited to attend and have the opportunity to present evidence or call on any witnesses. (You may have a representative/translator with you as well if needed)

If the Disciplinary Practice and Procedure Committee Members decides the Home Inspector should be disciplined, the penalties can range from a formal written warning, requiring further training or suspension of membership. Or further conditions or restrictions may be placed on the Inspector. Including but not limited to expulsion from the association.

Appeals

Once a ruling and decision take place and the Home Inspector feels that it was unjust they have the right to appeal the decision.

All appeals must be submitted in writing to CanNACHI's head office attention Kim Zammit (administrator) no later than 30 days after the disciplinary committee members have made their ruling.

Appeals must include:

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Reason for filing appeal.

- Any new evidence to be brought forth.

Appeal cases are heard by a 3 panel committee that includes 1 Director from CanNACHI and 2 CanNACHI BC practicing Home Inspectors (who are in good standing). In this procedure, both the parties are invited to attend again and have the opportunity to present evidence or call on any witnesses. (You may have a representative/translator with you as well if needed)

If the 3 Member Panel decides the Home Inspector should be disciplined, the penalties can again range from a formal written warning, requiring further training or suspension of membership. Or further conditions or restrictions may be placed on the Inspector. Including but not limited to expulsion from the association.

The Appeal Decision from the 3 Member Panel is final and no more appeals are possible.

All rulings are decided by 2/3 votes on any decisions.

All final decisions and evidence are kept in the home inspectors members files.

Time Frame involved

For a complete and thorough investigation of the complaint the process may take a few weeks to several months to complete depending on the severity of the issue involved.

[Please click here to fill out the consumer complaint form online.](#)

[Please click here to download a PDF that can be printed and mailed in.](#)

