



Canadian Fire Alarm Association
CFAA-ACAI
Association Canadienne d'Alarme Incendie

The Canadian Fire Alarm Association

Making a complaint

A public information guide to CFAA's complaints and disciplinary process

Issued June 3, 2021

The Canadian Fire Alarm Association

Complaints and Disciplinary Information

Established in 1973, the Canadian Fire Alarm Association (CFAA) is a not-for-profit organization that has remained focused on its mission "To maximize the effectiveness and use of fire alarms in the protection of life and property throughout Canada". Having enjoyed continual growth and recognition, CFAA operates from a national office in Markham, Ontario and through volunteer chapters across Canada. The CFAA serves more than 400 voting Members, 50 associate subscribers, 1,500 students and 3,700 Registered Trainees and Fire Alarm Technicians across Canada.

CFAA Member and Registered Technician Conduct

All CFAA Members and Registered Fire Alarm Technicians shall abide by and comply with the **CFAA Code of Ethics and Guiding Principles** which is Appendix A to this document and the resolutions of the CFAA.

Requirements for acceptance and remaining as a CFAA member or Registered Technician in good standing include adherence to the CFAA's Code of Ethics, Conflict of Interest Policy, Competition Law Policy, Guiding Principles and any applicable legislation and regulations. (See Appendix A)

The CFAA Complaints Process

The complaints process is designed to provide clear and transparent means for the CFAA to guide the handling of complaints against CFAA Members and Registered Fire Alarm Technicians in an expeditious manner.

Section A

To commence a complaint, a person must complete the **CFAA Member/Registered Technician Complaint Report** (see Appendix B) and send it to the CFAA.

The specific details of the incident, as well as references to the pertinent Code or Standard, or CFAA Policies and Principles as described in Appendix A, must be described. Referencing a specific excerpt of a particular Code or Standard is encouraged as it will assist in eliminating ambiguity surrounding an alleged infraction.

The CFAA is primarily concerned with items pertaining to the applicable Building Code and/or Fire Code, as well as CAN/ULC-S524 Installation of Fire Alarm Systems, CAN/ULC-S536 Inspection and Testing of Fire Alarm Systems, and CAN/ULC-S537 Verification of Fire Alarm Systems.

NOTE: If an incident described in a formal complaint relates to matters not covered by the items identified above, the CFAA may not be able to proceed with an investigation of the complaint.

Communication between the Parties

The CFAA encourages complainants to discuss their concerns directly with the CFAA Member or Registered Technician before filing a complaint. However, if no resolution of the complaint occurs, and a complainant wishes to proceed with a formal complaint then they may do so by completing the complaint form as described above, signing it and forwarding it to the CFAA Executive Director (see How to File a Complaint section below).

All parties to a complaint will be notified of the complaint resolution.

How to File a Complaint

A formal complaint must:

1. Be made in writing and addressed to the CFAA Executive Director, marked ***Confidential***, and submitted by email or regular mail
2. Include a copy of a completed **CFAA Member/Registered Technician Complaint Form** (see Appendix B)
3. Include sufficient information to clearly identify the Member or Registered Fire Alarm Technician against whom the complaint is made, such as the full name, mailing address, e-mail address, Registration or Membership number (if available) and telephone number;
4. Include sufficient details about the allegations, including the date, times, as many details as possible about the concern(s), and wherever possible, the names of individuals to be contacted and/or documentation to be reviewed in investigating the complaint;
5. Include copies of any documents or other information pertinent to the complaint; and
6. Include the complainant's name, title and affiliation, location where the issue occurred, mailing address, e-mail address and telephone numbers.

Note: If you have questions about the process, please contact the CFAA Executive Director at:

Canadian Fire Alarm Association
L 'Association Canadienne D'Alarme Incendie
85 Citizen Court, Units 3 & 4, Markham, ON L6G 1A8
1.800.529.0552 | 905.944.0030 | ext. 108 | Fax: 905.479.3639

If the evidence does not support a formal complaint, the CFAA Executive Director may suggest alternative methods to address your concerns.

The Complaints Process

Once a complaint is filed, the CFAA Executive Director in conjunction with the CFAA National President reviews the description of the complaint and determines if further action is warranted. If further action is required, both the complainant and the Member or Registered Technician are notified of the complaint.

The Member or Registered Technician shall provide a response to the complaint in writing. The Member or Registered Technician should substantiate their response by providing any pertinent information that may help resolve the complaint. The response of the Member or Registered Technician will be sent to the Complainant and they shall have a further opportunity to respond in writing to the issues raised in that response. The Executive Director in conjunction with the CFAA National President will review all the submitted information and if they consider that the complaint warrants action, they shall convene a Discipline Committee.

If there is insufficient information or if the Executive Director and CFAA National President do not consider that the complaint warrants action, they will advise the parties that the CFAA is unable to proceed with considering the complaint.

CFAA Discipline Committee

When required, the CFAA Executive Director, in conjunction with the CFAA President or alternative member of the Executive Committee, will appoint a Discipline Committee to investigate and review the complaint. Members of the Discipline Committee are volunteers who assist the CFAA in assessing the ethical conduct, competence, and compliance with the law of CFAA Members and Registered Fire Alarm Technicians. The Discipline Committee will consist of a minimum of three (3) individuals selected from a pool of knowledgeable CFAA stakeholders representing Technicians, Authorities Having Jurisdiction (AHJ), Service Providers, Engineers/Consultants, Manufacturers, Building Management or others as may be appropriate to evaluate the complaint. The selection of the Committee members must take into account the geographic location of the complaint to ensure that all Committee members are knowledgeable of local fire regulations.

The Discipline Committee may solicit and obtain assistance from outside parties as may be appropriate to the complaint. The Discipline Committee members will be bound by a confidentiality agreement regarding the identity of the company or member involved with any complaint and the CFAA Conflict of Interest Policy.

Complaints Resolution

The Discipline Committee's function is to review complaints and decide whether a Member or Registered Technician has committed a breach of the CFAA Policies and Procedures, a provincial or federal offence, or lacks a clear understanding of the Codes and Standards governing the installation and service of fire alarm systems in Canada. To expedite communications between all parties, and uncover further details in regards to a complaint, the Discipline Committee may opt to call a Discovery Conference Call for all parties named in the complaint form to voice their position and reasons as to what caused the complaint to be filed.

Upon the completion of its investigation, the Discipline Committee will provide a written decision and reasons based on the facts of the complaint and the details revealed during their investigation, to the CFAA Executive Director, CFAA National President and CFAA National Board of Directors.

The CFAA Executive Director will then send the decision to all parties named in the complaint, including the Complainant and the Member or Registered Technician.

Based on the outcome of the investigation, the Discipline Committee may order one or more of the following:

1. That no action shall be taken in respect of the complaint;
2. That the Member and/or Registered Technician complete additional training course(s) in order to maintain their CFAA Member Status or Registered Technician Status;
3. That their Member Status or Registered Technician Status in the CFAA be restricted;
4. That their Member Status or Registered Technician Status in the CFAA be suspended for a specified period of time or until specified conditions are met; and
5. That their Member Status or Registered Technician Status in the CFAA be revoked.

The Discipline Committee will consider any previous complaints and findings against a Member or Registered Technician in reaching a decision.

The name(s), findings and orders of the Discipline Committee will be published on the CFAA website and in the official publication of the CFAA or in any other manner or medium that the Committee considers appropriate to foster greater learning within the CFAA community.

Appeal Process

The Member or Registered Technician or the Complainant may appeal the decision of the Discipline Committee within 30 business days of being notified of the decision by the CFAA.

The appeal must be launched by a Notice of Appeal in writing and delivered to the CFAA Executive Director. The Notice of Appeal must describe the grounds for appeal and must include the evidence or record upon which the Member or Registered Technician or the Complainant bases the appeal. The opposing party shall be provided with the Notice of Appeal and documents submitted by the appealing party and may submit a written response

and provide any other materials that support their position. The appealing party appealing will receive any response from the opposing party and may provide a final written response to new issues raised by the opposing party.

A new Discipline Committee will be constituted to consider the appeal and none of the members of the Discipline Committee who considered the complaint will form part of the Discipline Committee for the appeal.

The Discipline Committee on the appeal will review the original complaint, the Notice of Appeal, the Decision and Reasons of the original Discipline Committee and the material submitted by the parties. After reviewing the documentation, the Discipline Committee has the same powers as the original Discipline Committee set out above. It can therefore confirm the decision of the original Discipline Committee or take any one or more of the actions set out above.

The Discipline Committee on appeal shall provide its Decisions and Reasons to the parties and its decision shall be final with no further right of appeal.

APPENDIX A: CFAA Code of Ethics and

Guiding Principles

CFAA Code of Ethics Policy

Each Canadian Fire Alarm Association Member and Registered Technician shall:

1. Be dedicated to safety of the public from fire, in all aspects of their fire alarm work;
2. Adhere to all applicable fire alarm codes, standards, and by-laws in all areas of fire protection including design, manufacture, application, installation, verification, maintenance servicing and promotion of fire alarm systems;
3. Only perform fire alarm services and/or render opinions for which they have qualification and experience;
4. Be honest and truthful in all dealings;
5. Behave in a manner that upholds the principles and integrity of the Canadian Fire Alarm Association;
6. Support the education of industry participants concerning advances in Life Safety and Fire Alarm;
7. Promote the Goals and Objectives of the Canadian Fire Alarm Association, and both refrain from and discourage others from the misuse of its name and logo; and
8. Participate in lifelong learning regarding the practice of their profession.

The Canadian Fire Alarm Association considers a breach of the Code of Ethics to be a serious offense against the Association, and infractions may be subject to disciplinary action.

Guiding Principles:

In accordance with their commitment to the Life Safety, the safety and welfare of the public, Members and Registered Fire Alarm Technician shall adhere to the following principles:

1. Public

CFAA Members and Registered Fire Alarm Technicians shall act consistently with the public interest. As such, they shall be dedicated to safety of the public from fire, in all aspects of their fire alarm work.

2. Judgement

CFAA Members and Registered Fire Alarm Technicians shall maintain integrity and independence in their professional judgment while adhering to all applicable fire alarm codes, standards, and by-laws in all areas of fire protection including design, manufacture, application, installation, verification, maintenance servicing and promotion of fire alarm systems.

3. Clients and Employer/Employees

CFAA Members and Registered Fire Alarm Technicians shall act in a manner that is in the best interests of their client and employer/employees consistent with the public interest. CFAA Registered Fire Alarm Technicians shall only perform fire alarm services for which they have qualification and experience.

4. Product & Project Coordination

CFAA Members and Registered Fire Alarm Technicians shall ensure that their products and related modifications meet the highest professional standards possible, in conjunction with relevant ULC Standards and the manufacturer's recommended installation instructions. As such, they shall be honest and truthful in all dealings.

5. Management

CFAA Member and Registered Fire Alarm Technician managers and leaders shall subscribe to and promote an ethical approach to the management of Fire Alarm System training, development and maintenance. Managers and Technicians shall behave in a manner that upholds the principles and integrity of the Canadian Fire Alarm Association.

6. Profession

CFAA Members and Registered Fire Alarm Technicians shall advance the integrity and reputation of the profession consistent with the public interest. They shall support the education of industry participants concerning advances in Life Safety and Fire Alarm.

7. Colleagues

CFAA Members and Registered Fire Alarm Technicians shall be fair and supportive when interacting with their colleagues. They shall promote the Mission Statement, Goals and Objectives of the Canadian Fire Alarm Association, and both refrain from and discourage others from the misuse of its name and logo.

8. Self

CFAA Members and Registered Fire Alarm Technicians shall participate in lifelong learning regarding the practice of their profession.

APPENDIX B: CFAA MEMBER OR REGISTERED TECHNICIAN COMPLAINT FORM

The following information is required for the CFAA to process a complaint.

Complainants must provide specific details of the incident in question. Where the complaint involves a violation of the CFAA Code of Ethics or Guiding Principles, details of the event and which element(s) were contravened. If the event was witnessed by others, provide their collaboration of the event and comments, as well as their contact details should the CFAA wish to contact them.

Where the complaint involves Codes and/or Standards, include excerpts from the Codes or Standards that they believe were breached. The CFAA is especially concerned with items pertaining to the applicable Building and/or Fire Code as well as CAN/ULC-S524, CAN/ULC-S536 and CAN/ULC-S537. If the incident does not pertain to items covered by these codes and standards, the CFAA may be unable to investigate this complaint. If the complainant is not the AHJ, then we request that you review this form with the local AHJ (e.g., Fire Inspection Officer) prior to submitting it to the CFAA. If this is not possible then you should proceed to submit the completed complaint form.

IDENTIFY PARTIES YOU WISH TO LODGE COMPLAINT AGAINST				
CFAA Member or Registered Technician Name		CFAA ID #		
INFRACTION				
Date incident occurred		Time of incident		am pm
LOCATION				
Please provide building name, address and building owner/plaintiff where incident occurred				
DESCRIPTION OF INCIDENT AND/OR CODE/STANDARD VIOLATION				
Specific reference to applicable Building and/or Fire Code as well as CAN/ULC-S524, CAN/ULC-S536 and CAN/ULC-S537 are essential to describe the nature of the infraction				
REPORTED BY				
Name of Complainant as well as witness and the AHJ where appropriate			Date	
Jurisdiction (e.g. City of Toronto)				
Address of <u>Person</u> making <u>Complaint</u>				
Phone / email <u>Person</u> Making <u>Complaint</u>				
Name of AHJ Supervisor				
Supervisor Phone / email				
INVESTIGATION RESULTS AND ACTION TAKEN				
To be filled out by CFAA				