

Complaint Intake Form

The Complaints Committee (Committee) reviews every complaint regarding the conduct of a registrant (which includes a registered individual or firm) (Registrant) of the Human Resources Professionals Association (HRPA). If a complaint contains information suggesting that a Registrant may be guilty of professional misconduct as defined in the HRPA’s by-laws (e.g., by engaging in conduct inconsistent with the Code of Ethics and Rules of Professional Conduct or a Practice Standard), the Committee investigates the matter and determines next steps.

A. Steps to file a complaint

1. Consult the HRPA’s [public register](#) to determine if a person or firm is a Registrant. If a person or firm is not a Registrant, the HRPA does not have the authority to take any action. If you cannot find a person or firm in the public register but believe they are or may be a Registrant, please contact the HRPA by email at registrar@hrpa.ca for assistance.
2. Submit this form, with all information completed, by email to registrar@hrpa.ca.
3. If you have any documents that support your complaint, email a copy of those documents to registrar@hrpa.ca with this completed form, as described below. Some examples of supporting documents include emails, a company policy, or an investigative report. **Do not** mail original documents. If the Committee requires original documents, the Committee will request them.

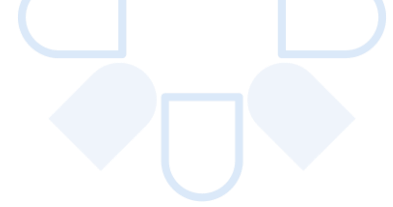
B. Complainant’s information

First Name	Last Name
Best Phone Number to Reach You at During Business Hours	Email Address

Are you an HRPA Registrant (student or member)?

Yes No





C. Relationship with Registrant

Set out in the box below the nature of your relationship with the Registrant (e.g., "I work with the Registrant." "I report to the Registrant." "The Registrant is an HR professional at my place of employment." "The Registrant conducted an investigation for my employer.").

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D. Registrant's information

If your complaint is about more than one Registrant, please fill out a separate form for each Registrant. If you are not sure about some of the contact information, insert "I do not know."

First Name	Last Name	Phone Number
Company	Position Title	
Email Address		

E. Additional information

Are you aware of any legal proceedings (e.g., before the Small Claims Court, Human Rights Tribunal of Ontario, Superior Court of Justice, a labour arbitrator) that have been started or are expected to be started regarding concerns that are in relation to the same set of circumstances described in this complaint form? If you are unsure what this means, please email registrar@hrpa.ca to request clarification.

Yes No

If yes, set out the details below:





Type of Proceeding	
Name of Complainant/Moving Party/Plaintiff (include all names if more than one)	Name of Respondent/Defendant (include all names if more than one)
Date Proceedings Commenced	
Primary Issues	
Current Known Status/Outcome	

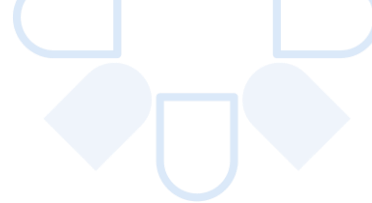
F. Statement on procedure and confidentiality

A copy of the complaint, including associated documents, is provided to the Registrant so that the Registrant has an opportunity to respond to the complaint. Information about the complaint may also be disclosed to other individuals during an investigation (e.g., to collect records or conduct interviews). The Committee seeks to limit disclosure of information at this stage.

The HRP A expects the parties and others involved to maintain confidentiality throughout the process to ensure that the process proceeds in a fair and appropriate manner. Some individuals involved in the complaints process are subject to explicit confidentiality requirements (e.g., Committee members and HRP A staff). If the complaint is referred to the Discipline Committee, the matter will become public (subject to limited constraints in specific circumstances).

You should redact (black out) highly private information (e.g., social insurance number, health information, financial information) before you submit your documents. If you redact private information but the Committee determines that it needs the information to move forward, you will be asked to provide the information.





G. Your complaint

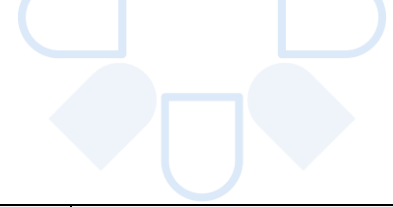
Please tell us about your complaint. Both the underlying situation and the act of filing a complaint can affect you emotionally. Please read through the entire form before completing it. You are encouraged to take time to think through your concerns and organize your thoughts and documents before completing the form and to re-read your completed form before submitting it.

Instructions

To assist you in providing important information in a clear and organized way, set out in the Appendix is a completed sample chart that you may use to guide you in describing your complaint.

1. Please provide a concise but complete description of what occurred, including the date/time specific events occurred and, if applicable, the location. If possible, use chronological order. Please include about 1 to 5 sentences per row.
2. If you require more space than is available on the form, you may want to submit a separate Word or pdf document for this section. If you do that, we ask that you copy the chart headings below into your document and complete the chart so that the same information is provided. You may add additional information after the chart, as appropriate.
3. Include copies of all relevant supporting documents and identify them in the chart.
If you are mailing this complaint form and supporting documents, please do not provide original documents.
4. Please do not submit irrelevant or duplicate documents.
5. Provide all details relevant to your complaint.
6. Provide information about the steps that you or the Registrant took to resolve the concerns before filing this complaint (if no steps have been or could reasonably be taken, please indicate that; you are not required to have attempted to resolve your concerns before filing this complaint).
7. **It is not mandatory to use the chart.** However, doing so will help us understand what happened and what other information relevant to the complaint could be obtained





Number	Date and location	Description of the situation	Optional Column Section of the HRPAs Code of Ethics and Rules of Professional Conduct, Practice Standards, or other relevant document that you allege was breached* (note: you likely will not have a section for each row)	Name of the document submitted that supports the allegations in the row (note: you will likely not have a document for each row)
1.				
2.				
3.				
4.				
5.				
6.				

*The HRPAs has jurisdiction with respect to compliance with the *Registered Human Resources Professionals Act, 2013* and the HRPAs by-laws, Code of Ethics and Rules of Professional Conduct, and Practice Standards. Please specify a section of one of these documents if you feel they are applicable.

Additional information (use if needed)





H. Additional information from other individuals

If there are individuals who can provide additional information, please complete the chart below. If you would like to provide statements from these individuals, these can be included in your submitted documents. **Please note that, even if you provide information below, the Committee may determine that it does not need to contact these individuals.**

Number	First Name	Last Name	Phone Number	Email Address	Your relationship to the individual	Describe the information you believe the individual can provide
1.						
2.						
3.						
4.						
5.						





I. Complaint resolution

The Committee and Discipline Committee must act within their powers, as set out in the *Registered Human Resources Professionals Act, 2013* and the HRPAs by-laws. They must also act in a manner that is consistent with the *Canadian Charter of Rights and Freedoms*. They do not award damages or financial compensation to complainants, interfere with an organization's employment decisions, or mandate apologies.

With the above in mind, please indicate below how this matter could be resolved to your satisfaction.

J. Important information about the process

1. The Committee may refuse to assess or investigate a complaint if, in its opinion, the complaint is frivolous, vexatious, or otherwise inappropriate to assess or investigate.
2. The HRPAs will share the information and documents it receives from you and other parties with the Registrant.
3. There are 2-3 designated times when you may submit information during the complaint process:
 - a. in your initial complaint;
 - b. in reply to a response filed by the Registrant; and
 - c. if applicable, in response to questions raised by or on behalf of the Committee.

Information is shared with the parties and the Committee in accordance with the complaint process. **It is therefore important to take your time before submitting your complaint to ensure you have included all relevant information and documents.** You will have an opportunity to submit a reply, with any supporting information, after the Registrant responds to your complaint. The Registrant has a final opportunity to respond after you submit a reply. **New allegations cannot be added in a reply, unless they are in response to information contained in the Registrant's response.**

4. HRPAs staff will not screen or withhold information that is submitted.
5. The Committee may contact the individuals named in Part H, but only if it feels that additional information is required after reviewing the documents provided by the parties.





Often, the Committee has all the necessary information from the documents alone. If you would like to ensure that information from these individuals will be considered, please include statements from these individuals with your initial complaint.

- 6. HRPAs employees and the Committee are entitled to communications that are polite and respectful. If you use language that is harassing, abusive, or discriminatory, the HRPAs will take appropriate action.

Acknowledgement, Consent, and Signature

By signing below, I confirm that I have read this document completely and understand the statements above.

Complainant's Signature

Date Signed (mm/dd/yyyy)

Note: If you are filing this complaint on behalf of a person who was the person directly affected by the Registrant's conduct, please set out below your name, your relationship to the complainant, and whether you are a licensed lawyer or paralegal.

Name	Relationship to Complainant	If you are an Ontario-licensed lawyer or paralegal, provide your licensee number below. If you are a licensed legal practitioner in a jurisdiction other than Ontario, please indicate the jurisdiction.

If you have any questions about how to file your complaint, please call the HRPAs Regulatory Affairs department, at 416.923.2324 or 1.800.387.1311, or send an email to registrar@hrpa.ca.





Appendix: Sample Complaint

Number	Date and location	Description of the situation	Optional Column Section of the HRPAs Code of Ethics and Rules of Professional Conduct, Practice Standards, or other relevant document that you allege was breached* (note: you likely will not have a section for each row)	Name of the document submitted that supports the allegations in the row (note: you will likely not have a document for each row)
1.	January 2, 2024, email	<p>My name is CC, and I work at ABC Restaurant. RR is my manager. RR is an HRPAs registrant.</p> <p>On January 2, 2024, I emailed RR to say that I wasn't going to come into work at the restaurant because I was still feeling ill from partying over the New Year's holiday.</p> <p>RR wrote back to say that I was "irresponsible," and he couldn't believe how little respect I was showing for my colleagues since they would now be shorthanded, which would affect client service.</p> <p>I wrote back to say that he was the one who was being irresponsible if he didn't know that people wouldn't all show up right after New Year's Day. I told him that it was his responsibility as the manager to schedule enough staff to consider absences.</p> <p>RR wrote back to say, "it's no wonder they fired you from XYZ Restaurant if this is how you treat your employer."</p>	<p>III. Respect, #3. "You promote and maintain a healthy, safe and inclusive workplace. You do not engage in or condone any acts of harassment, intimidation, discrimination, physical or psychological violence."</p>	<p>Document 1</p> <p>Email thread dated January 2, 2024, which includes my email to RR, RR's reply, and my response to his reply.</p>
2.	January 5, 2024, email	<p>I thought about RR's response to me and wrote him an email telling him that I had been fired from XYZ Restaurant for a situation unrelated to attendance and that if this is how he was going to treat staff, I would interpret his message as a constructive dismissal. I politely asked RR to provide me with a Record of Employment that would demonstrate that ABC Restaurant had terminated the employment relationship.</p> <p>RR replied, refusing to provide me with the document I had requested. He called me a "pain in his backside for which there was no medication."</p> <p>I found his communications with me in early January to be absolutely unprofessional and disrespectful.</p> <p>I later learned from a colleague that she thinks she overheard RR talking about me to another colleague and that, if she heard correctly, he used a word that is a slur used against women</p>	<p>Same as above</p> <p>and</p> <p>V. Equity and Fairness, #1. "You will respect principles of equity, diversity, inclusion and belonging by fostering an environment that offers safety, belonging and inclusion for all, valuing differences between each unique individual and understanding, accepting, and treating everyone fairly."</p>	<p>Document 2</p> <p>Email thread dated January 5, 2024.</p>

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