



CANADIAN ASSOCIATION OF  
HOME & PROPERTY INSPECTORS  
ASSOCIATION CANADIENNE  
DES INSPECTEURS DE BIENS IMMOBILIERS



## CAHPI Terms of Reference

Ethics, Complaints & Disciplinary Committee

*Drafted: 5Apr2024*

*Approved:*

### Name of the committee:

CAHPI Ethics, Complaints & Disciplinary Committee

### Purpose:

The purpose of this committee is to review and respond to complaints and develop complaint handling processes, templates etc..

### Important duties and responsibilities:

1. Maintain an efficient and effective complaint procedure.
2. Address complaints as they arise.
3. Develop responses to complainants and Inspector members.

### Estimated Time Commitment:

1. 1-hour meetings will be held as needed to advance the activities of the Committee.  
Meeting Frequency: as needed based on receipt of complaints. (Est. 3 -4 / year)

### Composition and roles

Committee Chair will be a CAHPI Board Member and committee members can be populated with additional Board members and / or Members at large.

Committee efforts will be supported by CAHPI Staff.

### Annual objectives

Ensure that all complaints are addressed in a timely manner, appropriately, and with respect to both complainant and Inspector member.

### Reporting details

Committee reports will be reviewed at the Board level.