

# Complaints Form

**IMPORTANT INFORMATION:** The Association of Prince Edward Island Land Surveyors cannot rule, or provide an opinion on the location of a boundary. If you do not agree with the location of a boundary established by a surveyor, you may seek the opinion of another surveyor, or you may wish to consult a lawyer.

## Information about you:

Your full name: \_\_\_\_\_  
Your full address: Street No. \_\_\_\_\_ Street Name: \_\_\_\_\_  
Apt. No. \_\_\_\_\_ City: \_\_\_\_\_  
Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
Home Telephone: (\_\_\_\_) \_\_\_\_\_  
Work Telephone: (\_\_\_\_) \_\_\_\_\_  
Fax Number: (\_\_\_\_) \_\_\_\_\_  
E-mail: \_\_\_\_\_

May we contact you at work? Yes No

May we contact you at the e-mail address above? Yes No

## Information about the Surveyor:

*Please be aware that the Surveyor about whom you are complaining will be sent a copy of your complaint. The Surveyor's response will be sent to you..*

Surveyor's (or company's) name: \_\_\_\_\_  
Surveyor's Address: Street No. \_\_\_\_\_ Street name: \_\_\_\_\_  
Suite No. \_\_\_\_\_ City: \_\_\_\_\_  
Postal Code: \_\_\_\_\_

*Your replies to the following will help the Committee to better understand the nature of your complaint:*

1.      Were you the client of this Surveyor?                      Yes                      No  
If not, what is your relationship to this complaint? \_\_\_\_\_
  
2.      If applicable, describe your understanding of the surveying services to be provided. For example, a Location Plan / Mortgage Certificate required for a sale or purchase, property boundaries to be established and marked out, topographic survey, site plan, etc.
  
3.      If applicable, please provide details of any cost estimate or quotation. Include a copy of any written estimate, quotation or confirmation of work ordered. If verbal only, please describe your understanding of the fee arrangements.
  
4.      Did the scope or nature of the work change after the job was started? Please provide copies of any change orders, etc. or describe new arrangements.
  
5.      Please describe or outline the nature of the complaint in your own words. (Use a separate sheet of paper if required, and attach to this form.) \_\_\_\_\_

6. Have you tried to discuss your complaint with the surveyor? Yes No

If yes, what was the result? \_\_\_\_\_

7. What would you consider to be an appropriate resolution of your complaint?

Dated at \_\_\_\_\_ this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_

**Signature of Complainant**