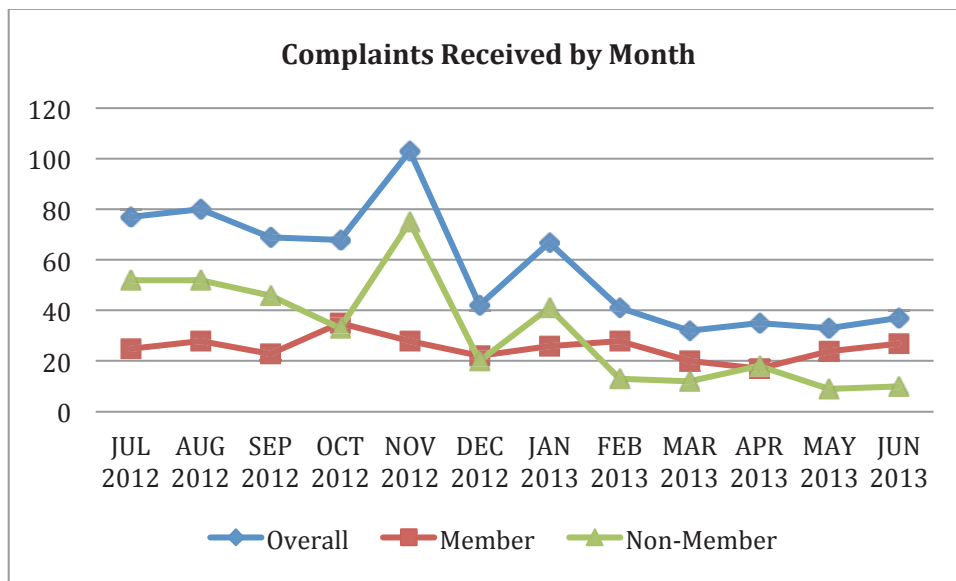


Complaints and Discipline

A summary of the fiscal year-end June 2013 Complaints and Discipline process, based on new files received per month is:

	YEAR END 2012	YEAR END 2013	SINCE INCEPTION
Member Files Received	256	303	559
Non-Member Files Received	190	381	571
	446	684	1,130
Member Files Closed at Intake	162	271	433
Member Files Closed at Complaints	2	21	23
Member Files Closed at Discipline		0	0
Percent of member files received	64%		82%
Non-Member Files Closed	183	376	559
Percent of non-member files received	96%		98%
Overall Member & Non-Member files closed	78%	98%	90%



Member files closed comprising:

	YEAR END 2012	YEAR END 2013	SINCE INCEPTION
Administratively revoked by Registrar	9	0	9
Alleged criminality involved sent to CBSA, RCMP	4	12	16
Situation mediated and/or resolved	10	32	42
Not within ICCRC Jurisdiction	0	5	5
Unfounded or could not be proved	100	183	283
Submitted anonymously	5	2	7
Complaint form not returned	14	26	40
Unable to make contact with complainant	12	1	13
Duplicate Information	8	4	12
For records purposes only	0	6	6
	162	271	433
Closed at Intake - Referred to Complaints Committee	43	64	107

Non-Member files closed comprising:

	YEAR END 2012	YEAR END 2013	SINCE INCEPTION
Involving unauthorized representatives sent to CBSA, RCMP	130	251	381
Sent to Law Society	8	3	11
Situation mediated and/or resolved	0	5	5
Not within ICCRC Jurisdiction	13	16	29
Unfounded or could not be proved	10	41	51
Submitted anonymously	1	0	1
Complaint form not returned	1	53	54
Unable to make contact with complainant	12	1	13
Duplicate Information	7	4	11
For records purposes only	1	2	3
	183	376	559



The number of accusations, based on the articles of *the Code of Professional Ethics*, which have been cited in complaints are:

YEAR END 2012	YEAR END 2013		
		CODE ARTICLE	ARTICLE TITLE
22	0	1	Intention of Code
3	1	2	Interpretation
20	128	3	Ethical Practice
75	171	4	Professionalism
72	94	5	Competence
305	152	6	Quality of Service
70	76	7	Advising Clients
1	11	8	Confidentiality
1	2	9	Conflict of Interest
2	9	10	Preservation of Client Property
111	33	12	Retainer and Fees
91	31	14	Withdrawal from Representation
0	4	15	Outside Interests
10	19	16	Advertising, Soliciting and Making Services Available
5	2	17	Discrimination and Harassment
5	1	18	Errors and Omissions
0	1	19	Disciplinary Authority



Province/Country of Origin

As of fiscal year-end June 2013 the province/country of origin for complaints is as follows:

	YEAR END 2012	YEAR END 2013	SINCE INCEPTION
British Columbia	43	53	96
Alberta	24	13	37
Saskatchewan	10	6	16
Manitoba	3	2	5
Ontario	148	197	345
Québec	23	41	64
New Brunswick	0	1	1
Prince Edward Island	0	1	1
Nova Scotia	2	3	5
Newfoundland & Labrador	0	1	1
Unknown	5	1	6
TOTAL CANADA	258	319	577
Algeria	22	0	22
Afghanistan	0	1	1
Australia	6	6	12
Bahrain	2	0	2
Bangladesh	0	1	1
Cameroon	0	1	1
China	3	6	9
Columbia	0	2	2
Croatia	0	1	1
Cyprus	0	2	2
Dominican Republic	0	1	1
Egypt	2	1	3
Ethiopia	1	0	1
Fiji	2	1	3
France	0	1	1
Ghana	0	2	2
Greece	1	0	1
Guatemala	1	0	1
Guyana	0	2	2
Hungary	0	1	1
India	30	45	75
Iran	6	16	22
Ireland	1	3	4
Italy	0	1	1



Jamaica	1	8	9
Korea	0	1	1
Kuwait	0	1	1
Kyrgyzstan	0	1	1
Macau	0	1	1
Macedonia	0	1	1
Malaysia	1	1	2
Mauritius	0	1	1
Mexico	1	1	2
Moldova	0	4	4
Morocco	1	1	2
Nepal	2	2	4
Netherlands	4	0	4
Nigeria	0	2	2
Pakistan	2	9	11
Philippines	4	13	17
Poland	0	1	1
Portugal	0	2	2
Romania	1	0	1
Russia	2	0	2
Saudi Arabia	0	5	5
Singapore	2	0	2
South Africa	3	12	15
Spain	3	0	3
Sri Lanka	2	4	6
Sudan	0	1	1
Syria	1	0	1
Thailand	0	1	1
United Arab Emirates	11	8	19
United Kingdom	10	7	17
Ukraine	0	3	3
USA	13	11	24
Viet Nam	3	4	7
TOTAL INTERNATIONAL	144	200	344
Duplicates	13	2	15
Unknown	31	163	194
TOTAL	446	684	1,130



Complaint files disposed of or referred by the Complaints Committee:

	YEAR END 2012	YEAR END 2013	SINCE INCEPTION
File referred from Intake (less returned for further investigation)	43	57	100
DECISIONS			
Closed - No further action	2	14	16
Caution only	0	1	1
Remedial education	0	6	6
Total decided and closed at Committee	2	21	23
Refer to Prosecution Counsel	0	10	10
Total Disposed of or Referred			33
Percent Disposed of or Referred			33%
Files still pending before the Complaints Committee			67

