



SUITE 103 - 19140 28TH AVENUE, SURREY, BC V3Z 6M3
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ETHICS AND STANDARDS COMPLAINT SUBMISSION FORM

Name(s): _____

Address: _____

Phone Number: _____ Email: _____

Outfitter's Name: _____

Name of Outfitting Company: _____

Hunted Species: _____

Date Booked: _____ Dates of Hunt: _____

Hunting Method: _____ Guide-Client Ratio: _____

Game Taken: Yes No (please circle)

Remedy Sought: _____

Copy of contract attached and labeled Appendix #1: Yes No (please circle)

GOABC MEMBERSHIP CODE OF ETHICS & STANDARDS

1. A member shall have particular regard to the provision of clean, sanitary accommodation and to promote the highest standards possible in the preparation of food.
2. A member is required to provide and maintain stock, equipment, food supplies and facilities commensurate with those as advertised to the public. A member who gives false or misleading information to prospective clients with regards to stock, equipment, food supplies or facilities contravenes the Code of Ethics and Standards. In addition, a member who gives false or misleading information relating to fees and expenses also contravenes the Code.
3. A member shall not trespass upon the rights of other members.

4. A member must be familiar with the *Wildlife Act* and other related statutes and the regulations enacted thereunder and should advise both employees and clients of their rights and responsibilities while under his or her jurisdiction.
5. A member shall practice sound wildlife conservation and promote and encourage its practice by others.
6. A member shall not cause, encourage, or condone any violation of the *Wildlife Act* and/or related statutes and of the regulations passed thereunder and shall maintain high standards of public safety.
7. A member shall be willing and capable of making restitution in cash or in-kind for breach of contract between themselves and the customer where the customer is not at fault.
8. A member shall maintain a degree of proficiency, responsibility, and professionalism satisfactory to the membership standards of the association.

PROCESS FOR COMPLAINTS

1. Before filing an Ethics and Standards Complaint, the complainant must attempt to remedy the situation with the guide outfitter.
2. The complainant must submit the *Ethics and Standards Complaint Submission Form* within six months of the completion of the hunt and send it to the Guide Outfitters Association of British Columbia (GOABC):

Mail:	Suite 103 – 19140 28 th Ave Surrey, BC V3Z 6M3
Email:	policy@goabc.org
Fax:	604-541-6332
3. The GOABC takes this process very seriously and substantial administration time is involved during the complaint process. Therefore, a fee of \$500.00 is required with the *Ethics and Standards Complaint Submission Form*.
4. The GOABC does not handle alleged *Wildlife Act* infractions. Instead, these should be reported to the BC Conservation Officer Service, via their Report All Poachers and Polluters (RAPP) hotline, available 24/7 at 1-877-952-RAPP (7277).
5. If the complainant retains legal counsel in the complaint, the GOABC will close the case and allow the courts to decide.
6. Within one week of receipt of the *Ethics and Standards Complaint Form*, the GOABC will:
 - a. Respond to the complainant to confirm that the complaint has been received, and;
 - b. Send a copy of the form to the guide outfitter named in the complaint. The outfitter will be provided four weeks to respond to the allegations using the *Ethics and Standards Outfitter Response Form*.

7. Within one week of the GOABC receiving the *Ethics and Standards Outfitter Response Form*, the complete complaint package (both forms) will be provided to the Chair of the Ethics and Standards Committee.

8. Making the Decision

a. *No Investigation*

If, in the opinion of the Ethics and Standards Committee Chair, sufficient information to make a decision has been provided by the parties, he/she will review the submissions and make a recommendation to the Ethics and Standards Committee. The committee will then meet to discuss and make a decision. The office will then provide written notice to the complainant of the committee's decision by way of the *Ethics and Standards Decision Letter*. This decision will be issued within eight weeks of the committee receiving the *Ethics and Standards Outfitter Response Form*.

b. *Investigation*

If, in the opinion of the Ethics and Standards Committee Chair, additional information or clarity is needed on the submissions, an investigator will be assigned to the file. The investigator must be from a different region than the outfitter named in the complaint. The investigator will have eight weeks to get in contact with the outfitter, the complainant, and any witnesses. The investigator will be asked to complete the *Ethics and Standards Investigation Report* and forward it to GOABC. This report will form the basis of the *Ethics and Standards Decision Letter*.

The Ethics and Standards Committee will then meet to discuss and make a decision. Once a decision has been made, the office will provide written notice to the complainant of the committee's decision by way of the *Ethics and Standards Decision Letter*.

9. If either party is dissatisfied with the Committee's decision, they may appeal the decision using the *Ethics and Standards Decision Appeal Form*. No new information or claims may be submitted at this time. This must be submitted GOABC within four weeks of receiving the Committee's decision letter.

In an appeal, the entire complaint file will be provided to each member of the GOABC Board of Directors for discussion. The timeline for this process will differ depending on the proximity to a meeting of the Board of Directors. Typically, an appeal will take six months to complete.

A. ALLEGATIONS/COMPLAINTS

Use the space below to describe the nature your complaint. The Ethics and Standards Committee requests that all responses are communicated as clearly, concisely, and respectfully as possible. This form provides space for up to five allegation responses, but additional allegation responses can be submitted using the same format.

The onus is on the complainant to prove that a violation of the Code of Ethics and Standards took place. Documents supporting the allegation may be attached as appendices. Appellants are asked to number the appendices for ease of reference and attach copies. Witnesses should be listed and numbered in section B. Witness numbers can be referenced in response to the allegations in section A.

ALLEGATION #1

Applicable Section of the Code of Ethics and Standards: _____

Evidence Enclosed

Appendix #: _____

Witness #: _____

ALLEGATION #2

Applicable Section of the Code of Ethics and Standards: _____

Evidence Enclosed

Appendix #: _____

Witness #: _____

ALLEGATION #3

Applicable Section of the Code of Ethics and Standards: _____

Evidence Enclosed

- Appendix #: _____
- Witness #: _____

ALLEGATION #4

Applicable Section of the Code of Ethics and Standards: _____

Evidence Enclosed

- Appendix #: _____
- Witness #: _____

ALLEGATION #5

Applicable Section of the Code of Ethics and Standards: _____

Evidence Enclosed

Appendix #: _____

Witness #: _____

B. WITNESSES

The Ethics and Standards Committee may wish to contact witnesses if an investigation occurs. Neither outfitter nor client are required to provide witnesses in their submission. This form provides space for five witnesses, but additional names may be added using the same format.

Witness #1

Name(s): _____

Email: _____ Phone Number: _____

Relationship to Complainant/Outfitter: _____

Witness #2

Name(s): _____

Email: _____ Phone Number: _____

Relationship to Complainant/Outfitter: _____

Witness #3

Name(s): _____

Email: _____ Phone Number: _____

Relationship to Complainant/Outfitter: _____

Witness #4

Name(s): _____

Email: _____ Phone Number: _____

Relationship to Complainant/Outfitter: _____

Witness #5

Name(s): _____

Email: _____ Phone Number: _____

Relationship to Complainant/Outfitter: _____

SIGNATURE OF COMPLAINANT: _____

NAME (PLEASE PRINT): _____

DATE: _____