

Complaint Against a Non-Member (Unauthorized Practitioner)

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The College of Immigration and Citizenship Consultants (the College) licenses and regulates the practice of Canadian immigration consultants – Regulated Canadian Immigration Consultants (RCICs) and Regulated International Student Immigration Advisors (RISIAs) – in the public interest. The role of the College, its statutory authority and powers are set out in the *College of Immigration and Citizenship Consultants Act*, the *Immigration and Refugee Protection Act* and the *Citizenship Act*.

Any immigration consultant who provides Canadian immigration/citizenship services, whether domestically or abroad, must adhere to strict educational, professional and ethical standards. The College ensures that these licensees comply with a Code of Professional Conduct by holding them accountable for breaches of the Code.

The College has the authority to regulate and discipline immigration consultants who are authorized to practise.

Unauthorized providers of immigration services are not regulated. The College Act gives the College the power to have the Canadian courts stop the activities of unauthorized practitioners (UAPs).

The College will use this power and other mechanisms to stop or limit UAP activities. The information you provide in this form will help the College investigate UAPs and prevent any others from being victimized by their activities.

Confidentiality of your complaint	<p>Your communications with the College will remain confidential. However, some of the information you provide us will need to be shared with the UAP. Consumers without immigration status in Canada can be assured that the College will take all appropriate measures to protect their personal information. If you have questions or concerns about the information, you provide us, please reach out to us by email.</p>
	<ul style="list-style-type: none"> ✓ Fully Complete Complaint Form (the more information the better). ✓ Attach a copy of any documents that relate to the complaint or event you wish to share.

What the College needs from you	<p>✓ Send completed Information Sharing Form with copies of relevant documents by:</p> <ul style="list-style-type: none"> - mail: College of Immigration and Citizenship Consultants 5500 North Service Road, Suite 1002 Burlington, ON L7L 6W6 - email: cd@college-ic.ca or - fax: 1-877-315-9868
What happens next	<p>We will promptly send you a letter advising you that your complaint has been received and documented.</p> <p>Your complaint will be assigned a file number, which will be included in the letter.</p> <p>Each complaint will be carefully reviewed and assessed.</p>

Section 1: Complainant's Information

Please complete all applicable fields:

Title	Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mx. <input type="checkbox"/>
Legal First Name	
Middle Name(s)	
Legal Last Name	
Family Last Name (if different than above)	
Address HOME <input type="checkbox"/> WORK <input type="checkbox"/>	
City	
Province	
Country	

Telephone Number(s)	HOME () WORK () MOBILE ()
Email Address	
Preference For Response	MAIL: <input type="checkbox"/> EMAIL: <input type="checkbox"/>

Section 2: Information about the unauthorized practitioner

Please complete **all** applicable fields

Title	Mr. <input type="checkbox"/> Ms. <input type="checkbox"/> Mx. <input type="checkbox"/>
Legal First Name	
Middle Name(s)	
Legal Last Name	
Family Last Name (if different than above)	
Company	
Business Address	
City	
Province	
Country	
Telephone Number(s)	HOME () WORK () MOBILE ()

Email Address	
Website	

Section 3: Please answer all applicable questions to the best of your knowledge:**1. Did you hire this unauthorized practitioner to represent you?**

Yes No

2. Please tell us about your complaint in your own words. Attach additional pages if required.**3. How much did you pay? *If applicable.*****4. Are you attaching any additional documents?**

Yes No

5. If yes, please list here. Do NOT send original documents.**6. What would you like to see happen as a result of your complaint?****Acknowledgement, Consent and Signature****I have read and I understand the following:**

I understand that the College of Immigration and Citizenship Consultants may not be able to process my complaint without supporting documents. I have attached copies of documents that relate to my complaint.

Please sign below *(e-signature accepted)*

Signature**Date**