



CMC-BC Professional Discipline Process

1. File a Complaint

The Institute of Certified Management Consultants of British Columbia (ICMCBC or the Institute) maintains a Code of Professional Conduct (the “Code”) that identifies the professional obligations of Certified Members and that serves to protect the public in general, clients in particular, and the reputation of the profession of Certified Management Consultants (the “Profession”). Certified Members are bound by the terms of this Code and a breach of this Code may lead to disciplinary action, as set out in the Institute’s bylaws.

ICMCBC provides access to the Code to all members, clients and the public (<https://www.cmc-canada.ca/codeofprofessionalconduct>).

Any person (a Complainant) may deliver to the Institute a written Complaint against a Certified Member.

CMC-Canada provides an email link to initiate a Complaint (www.cmc-canada.ca/fileacomplaint).

2. Complaint sent to Institute Council

CMC-Canada documents receipt of the Complaint and forwards it to the Institute Council.

3. Council forwards to the PCDC

The Institute’s bylaws establish the Professional Conduct and Discipline Committee (PCDC) to oversee the Institute’s response to Complaints against its Certified Members.

All Complaints are referred to the Chairperson of the PCDC (the Chairperson) without deliberation by the Institute Council.

4. Complaint Initiated

The Chairperson may deem information received from any source which suggests that a Certified Member’s conduct is improper, to constitute a Complaint.

5. Provide Written Response

The Chairperson ensures the Complainant’s allegations are in writing.

6. Suspension Considered

The Chairperson may recommend to Council that a Certified Member be suspended from membership while a complaint is under investigation. In such cases, the Chairperson notifies the Certified Member of the proposed action and allows them 14 days to provide a written response prior to Council considering the recommendation to suspend.

7. Appointment of a Case Officer

The Chairperson designates a member of the PCDC as the Case Officer.

8. Advise member of the Complaint

The Case Officer notifies the Certified Member of the Complaint and provides a copy of the Complaint or a summary of the Complaint.



9. Provide a Written Response

The Certified Member is given the opportunity to provide a written response to the Complaint.

The Case Officer may deliver a copy or a summary of the Response to the Complainant.

10. Case Officer Investigation

The Case Officer may, after receipt of the Response from the Certified Member, carry out such further investigation or make such further enquiries necessary to properly determine the nature or validity of the Complaint.

11. Seek Resolution

The Case Officer may attempt to resolve the Complaint between the Complainant and the Certified Member. The Complaint process can end at this point if a mutually agreeable resolution is reached.

12. Identify Code Violations

If there is no resolution, the Case Officer identifies what, if any, provisions of the Code may have been breached by the Certified Member.

13. Case Officer Report to PCDC

The Case Officer submits a written report of the findings of the investigation.

14. Advise Complainant/Member of Findings

The Case Officer advises the Complainant and the Certified Member in writing of the findings.

15. Chairperson may propose disciplinary action

After receiving the Case Officer report, the Chairperson may suggest to the Certified Member a proposed disciplinary action for any alleged misconduct.

16. Member considers proposed action

The Certified Member may admit the misconduct and accept the proposed disciplinary action. The Certified Member considers the proposed disciplinary action and advises the Chairperson of their decision.

17.

a) Implement disciplinary action

If the proposed disciplinary action is accepted by the Certified Member, the Institute takes the necessary steps to implement the action.

b) Appoint a Review Panel

If the proposed disciplinary action is not accepted by the Certified Member, the Chairperson appoints from among Committee members, at least three members to a Review Panel to conduct a Review of the Complaint.

18. Issue Notice of Hearing

The Review Panel sets a date for the Review and notice of hearing is issued to the Certified Member and Complainant. The notice outlines all the allegations in sufficient detail to identify the transactions to which the allegations refer.



19. Conduct Hearing

The Review Panel holds the hearing, accepting and receiving evidence relevant to the Complaint.

20. Gather and Review Evidence

The Review Panel may require the Certified Member to produce documents and records as the Review Panel may request. The Review Panel considers all evidence received.

21. Invite Member to make submission

The Review Panel invites the Certified Member to make a written submission addressing the facts at issue and responding to each allegation in the Complaint.

22. Make decision on each allegation

After considering the Certified Member's submission, the Review Panel makes a majority decision on each allegation in the Complaint.

23. Invite submissions on disciplinary action

When the Review Panel's decision is adverse to the Certified Member, the Chairperson invites the Certified Member to make a submission on which disciplinary actions are appropriate.

24. Impose Disciplinary Action

The Review Panel and Institute Council impose the disciplinary action, if any.

25. Communicate results to members

A summary of the circumstances and of any decision, reasons and action taken may be published in a form approved by the Review Panel and may be circulated to the members of the Institute and others.

26. Appeal Process

The Certified Member may appeal in writing to Council within thirty (30) days of an adverse decision of the Review Panel.

If Council finds that a procedural error was made at the Review or that substantive new evidence has been produced, it can refer the Complaint back to the Review Panel or to the PCDC for a new hearing by a new Review Panel. The decision of Institute Council is final.