

## FAQ FOR COMPLAINANTS

*Last updated: Jan 16, 2026*

### 1. What are the rules governing CBV Institute's complaints process?

A: CBV Institute's complaints process is outlined in CBV Institute's [\*\*By-laws\*\*](#). The Conduct and Discipline Committee ("CDC"), an independent committee of CBV Institute, is responsible for the operation and conduct of the disciplinary procedure.

### 2. What types of items are not generally "within scope" of CBV Institute as valid complaints (in other words, what types of topics is CBV Institute's conduct and disciplinary process not designed to deal with)?

A: CBV Institute's complaints process is not a forum for resolving fee or other commercial matters between Members<sup>1</sup> and their clients. These matters are typically covered by contractual agreements between valuation professionals and their clients, (e.g., outlined in an engagement letter or other similar agreement).

CBV Institute will also not address complaints that are most appropriately dealt with within any underlying dispute/adjudicative process, such as matters dealing with the facts of a case, legal matters, or those that are within the purview of a decision maker, such as a judge or other trier of fact.

Vexatious complaints will also not be accepted. In the context of a complaint to a professional body, a vexatious complaint could include one or more of the following characteristics:

- Has no reasonable basis in fact or evidence
- Is intended to harass, annoy, or pressure the Member or CBV Institute
- Is repetitive of a previous complaint
- Is made in bad faith, such as to retaliate or cause reputational or administrative burden to the Member or CBV Institute
- Is frivolous, meaning it lacks seriousness, merit, or substance
- Forms part of a pattern of conduct that amounts to an abuse of our processes.

CBV Institute has the authority to dismiss complaints that fall into these categories so that resources are focused on legitimate and good faith concerns regarding the professional and ethical conduct undertaken by Members.

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<sup>1</sup> Note that everywhere Members are referenced in this document, the rules apply similarly to Registered Students.

### **3. What is the typical timeframe for processing a complaint?**

A: There is no “typical” timeframe for CBV Institute to process a complaint. Timing can vary substantially and will depend on, among other things, the complexity of the complaint, the volume of information to process, the need to engage with multiple interested parties (such as witnesses, Members, and complainants) to investigate the complaint, the necessity of engaging a third-party investigator, and the volume of complaints that are being processed by the CBV Institute at the time.

CBV Institute kindly reminds complainants to avoid unnecessary communications with CBV Institute staff such as frequent correspondence that provides little or no new information regarding the complaint.

### **4. When will CBV Institute complete its review of my complaint and/or make a decision whether to lay a charge?**

A: Given that each complaint is subject to its own timelines, CBV Institute cannot provide an expected timeline for either step. As a result, CBV Institute cannot predict these (or other) deadlines as the life cycle of each complaint is unique and can evolve. For an investigation to be fair, it needs to be thorough. We need to research all the facts and give the individual or Member enough time to answer the allegation. Although we always aim to conclude cases as quickly as possible, it can take from six months for a straightforward case to more than a year, depending on how complicated and voluminous a case is. Furthermore, if the complaint pertains to an ongoing dispute between the parties, CBV Institute may defer or delay its decision-making on a complaint until more information is available from a variety of sources, including triers of fact.

### **5. I have not heard from CBV Institute in a while since lodging my complaint. Does this mean that CBV Institute has decided to take no action?**

A: No. Once a complaint is made and accepted as a formal complaint, CBV Institute generally communicates with complainants for only two reasons: a) to seek further or clarifying information and/or materials relating to the complaint; and b) to advise whether or not a charge will be laid as a result of the complaint. If you have not heard from us about whether charges will be laid, then no decision has yet been reached.

### **6. Can I as a complainant speak to someone from CBV Institute about my complaint?**

A: CBV Institute is not obligated to and does not generally communicate with complainants verbally, on the phone, etc. Communications will be in writing to ensure there is clarity as to what has been communicated and considered as part of the complaint.

CBV Institute kindly reminds complainants to avoid unnecessary communications with CBV Institute staff such as frequent correspondence that provides little or no new information regarding the complaint.

### **7. Can I have a status update on my complaint?**

A: CBV Institute can communicate whether a complaint is still ongoing. However, CBV Institute does not provide status updates of the substantive areas of a complaint. CBV Institute’s By-laws do not contemplate the provision of such updates. CBV Institute will reach out to complainants in the event further information or evidence is required.

**8. I have additional information and/or material relating to my complaint. Should I send it to CBV Institute?**

A: Yes. When providing this further information, complainants should clearly identify what is new, and how it is relevant to the complaint.

**9. Will CBV Institute provide me with reasons if my complaint is dismissed, not accepted or closed without further action?**

A: No. Under the CBV Institute's By-laws, complainants are not entitled to receive reasons or a written explanation of the findings or decision of the CDC.

**10. My complaint relates to conduct that is the subject of either ongoing or future litigation against the Member. How are my legal arguments, or the legal remedies to which I may be entitled, impacted or otherwise affected by my complaint or the CDC's treatment of my complaint (including the decision to lay a charge)?**

A: CBV Institute, including CDC, cannot provide legal advice to complainants. Complainants are encouraged to seek their own legal counsel in the event they have any questions regarding any of their legal rights or related issues.

**11. Why can't CBV Institute staff tell me the likely outcome of my complaint?**

A: CBV Institute staff do not decide the outcome of a complaint. Therefore, they are unable to tell you what the outcome will be. The complaint is considered by the CDC, which is independent of the staff. In any event, until the investigation into the complaint has been completed, and a determination made as to whether to lay a charge, CBV Institute cannot and will not speculate how any particular complaint might be addressed.

**12. The Member I hired has charged me too much. Can CBV Institute help me?**

A: No. The fee arrangement you have with the Member is a contractual agreement.

Most engagements begin with a written agreement (such as an engagement letter) that outlines the scope of work and how fees will be charged and paid.

If you are unclear about how you were charged, you are entitled to ask the Member for clarification. You may have additional legal remedies available to you. These matters are not, however, generally within the scope of the complaints processed by CBV Institute.

**13. What happens after CBV Institute has decided that a charge will be laid?**

A: If CBV Institute (through the CDC) determines that a charge should be laid, the Member is formally notified and the matter is referred to a Discipline Tribunal for a hearing, unless the Member and CBV Institute

agree to resolve the matter in advance via a settlement. The Discipline Tribunal determines whether the charge is proved and, if so, what sanctions (if any) should be imposed. Under the By-laws, complainants are not provided with any further communications following the notification that a charge will be laid.

Complainants do not receive a copy of the Charge (if any). Generally complainants are not parties to the Discipline Tribunal – this process is between CBV Institute and the Member.

#### **14. What happens if CBV Institute decides not to lay a charge?**

A: If CBV Institute determines that there are insufficient grounds to proceed in the matter, no charge is laid, and the Member and the complainant are notified. The matter does not proceed to a Discipline Tribunal.

#### **15. Can I submit an anonymous complaint?**

A: No. Under the By-laws, a complaint must be submitted in writing and provide reasonable particulars of the grounds for the complaint.

Anonymous complaints do not meet these requirements and cannot be accepted. Complaints must be formally submitted to CBV Institute to initiate the disciplinary process.

*Complainants are reminded of their obligation to engage in respectful communications and conduct, and any harassing behaviour may result in CBV Institute ceasing communications with the complainant save and except for any communications that must be provided pursuant to the By-laws.*