

Complaint Form

CIFFA takes complaints against Member firms seriously and has a mechanism to handle complaints. Complaints, however they are received, are recorded. Complaints which have been filed on the appropriate form (see below) are investigated by the Secretariat and when warranted are forwarded to the Chair of the Ethics Committee of the National Board of Directors. At the discretion of the Chair of the Ethics Committee, complaints may be reviewed by the National Board of Directors and further action taken.

It is important to note that the association does not investigate or take action on commercial disputes. If a Member is found to have breached the Code of Ethics, the only sanction that the association can implement is to cancel the Membership of the company.

CIFFA'S Code of Ethics

Every C.I.F.F.A. Member pledges to abide by this professional code of conduct which states:

- The CIFFA Regular Member must discharge its duties with honesty and integrity.
- The CIFFA Regular Member pledges a standard of competence to its client, to perform in a conscientious, diligent and efficient manner, services undertaken on the client's behalf.
- The Regular Member pledges to hold in strict confidence, all information acquired in the course of the relationship concerning the business and the affairs of its client. No such information is to be divulged unless authorized by the client, or required by law.
- The CIFFA Regular Member agrees to observe all relevant laws of Canada regarding the movement of goods entrusted to him.
- The CIFFA Regular Member owes a duty to its client, not to withdraw its services, except for good cause, and upon appropriate notice.

To file a complaint against a Regular Member firm please complete this form and submit it with all documentation in pdf to admin@ciffa.com.

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| Your Name | |
| Your Company Name | |
| Your e-Mail Address | |
| Your Phone Number | |
| Name of Member firm against whom this complaint is filed | |
| What is the situation that leads to this complaint? Please include location and dates of any incidents, names of individuals that will provide a clear picture of the situation. | |
| List of documents attached to this form. | |
| Secretariat use only Chair advised _____ (date) Brought to the National board of Directors _____ (date) | Secretariat Notes: |