



FILE NO. _____ (office use)

CODE of ETHICS COMPLAINT FORM

Complainant Information

Name: _____ e-mail: _____

Address: _____

Phone: _____ Cell: _____ Fax: _____

Outfitter / Guide

Outfitter's Name: _____

Business Name: _____

Guide's Name: _____

Date(s) of Hunt or Incident: _____ Game Taken: Yes No

Wildlife Management Unit or Location of Incident: _____

Names of Other Individuals involved in the Complaint: _____

To register any complaint, please send this form by e-mail, fax or mail to the APOS Complaints Coordinator at:

Alberta Professional Outfitters Society (APOS)
 #100 3802-49 Ave Stony Plain AB T7Z 2J7
 Phone: 780-414-0249 Fax: 780-465-6801 e-mail: info@apos.ab.ca

Note: An administration fee of \$200 CAD is payable at the time the form is submitted.

Please list your losses or costs you suffered due to the incident(s) and would like to have reimbursed. Fill in the total dollar value of the complaint:

Description	Value \$USD	Value \$CAD
TOTALS		



*Note: Costs claimed will only be considered in the currency in which they were originally paid. Attach copies of receipts. Any restitution or fines collected will be paid at the exchange rate on the date restitution is assigned by the Ethics & Standards Committee.

The Complaints Coordinator cannot process the form until the administration fee is paid and assurance has been given that the two parties have taken all reasonable steps to resolve the conflict themselves.

******WAIVER OF LIABILITY******

By signing below and in consideration of the Alberta Professional Outfitters Society (the "Society") administering and hearing your complaint, you agree to waive any and all claims or causes of action relating to the complaint, including any action for defamation, against: (1) the Society; (2) an officer, employee or agent of the Society; (3) a person who conducts an investigation or resolution process relating to your complaint; and (4) a person who is a member of the hearing tribunal for this matter.

By signing this form, I confirm that the information given in this form and its attachments is true, complete and accurate.

Complainant Signature: _____ Date: _____

******ADMIN FEE REQUIRED BEFORE PROCESSING COMPLAINT******

Payment can be made by credit card; (Visa or Mastercard), or by cheque.

Credit card # _____ Expires ____/____ CVV ____

Complainant Signature: _____ Date: _____

APOS Office use only	
Date received: _____	Mail/E-mail/Fax: _____
Received by _____	Administration Fee Payment method: _____
Attachments received with complaint:	<input type="checkbox"/> Client Contract
	<input type="checkbox"/> E-mails
	<input type="checkbox"/> Conversation summaries
	<input type="checkbox"/> Details of evidence
	<input type="checkbox"/> Other documents; _____



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STATEMENT OF COMPLAINT

A. ALLEGATIONS/STATEMENT

Use the space below to make your statement. The Ethics and Standards Review Committee (ESRC) 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 or in a separate attachment. It is important to clearly tie the allegation to the applicable Code of Ethics. Please use the numbering of the Code of Ethics below in your statement.

OUTFITTER

CODE OF ETHICS

In the operation of an outfitting business, a Voting or Non-Voting Member of APOS shall:

1. Provide clients with contract or documentation outlining agreed upon terms and conditions for each hunt.
2. Not contract or conduct outfitting services unless they are the holder or permitted user of the allocation or waterfowl privilege to be used.
3. Not knowingly mislead or misinform clients when marketing the details of a hunt.
4. Be willing to make restitution when at fault for breach of contract.
5. Be familiar with and adhere to the applicable legislation and regulations relating to hunting, guiding, and outfitting in Alberta.
6. Maintain respectful relations with landowners.
7. Cooperate with and respect the reputation and business of fellow APOS members.
8. Ensure safety is a priority at all times during the delivery of contracted services.
9. Employ competent and knowledgeable guides, maintain oversight to ensure their continued proficiency and delivery of quality services.
10. Maintain the highest practical standards in food preparation and accommodations.
11. Respect the rights of resident hunters.
12. Respect and maintain the reputation and standards of APOS.

GUIDE DESIGNATION

CODE OF ETHICS

In the delivery of guiding services, the holder of a Guide Designation shall:

1. Ensure safety is a priority at all times during the delivery of contracted services.
2. Be familiar with and adhere to the applicable legislation and regulations relating to hunting and guiding in Alberta.
3. Maintain the highest practical standards in food preparation and accommodations.
4. Maintain respectful relations with landowners, resident hunters, and fellow APOS members.

The onus is on the complainant to prove that a violation of the Code of Ethics and Standards took place. Evidence helps the committee make decisions concerning the file. Documents supporting the allegation should 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.

In addition to the statement including evidence of the violations, the following documentation is required:

- Evidence of efforts made between parties to resolve the conflict themselves;
- Contract (client, guide, etc.);
- Detailed documentation of deposits and other payments.

ALLEGATION #1

Applicable Section of the Code of Ethics and Standards: Outfitter _____ Guide Designation _____

Evidence Enclosed

- Appendix #: _____
- Witness #: _____

ALLEGATION #2

Applicable Section of the Code of Ethics and Standards: Outfitter _____ Guide Designation _____

Applicable Section of the Code of Ethics and Standards: Outfitter _____ Guide Designation _____

Evidence Enclosed

Appendix #: _____

Witness #: _____

ALLEGATION #5

Applicable Section of the Code of Ethics and Standards: Outfitter _____ Guide Designation _____

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, 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: _____