



Contracted designated representative complaint form

Important Information

- Any person involved in a case before the Immigration and Refugee Board of Canada (IRB), including counsel and parties, may file a complaint about a designated representative contracted by the IRB. IRB staff, a member of an organization or the public may also file a complaint.
- You may make a complaint if you believe that a contracted designated representative has not conducted themselves and fulfilled their responsibilities in accordance with their obligations under the [Code of Conduct for Designated Representatives](#).
- For more information about the complaint process, see the [Contracted Designated Representative Quality Assurance Framework](#).

Note: The personal information on this form is stored and protected under the [Privacy Act](#), and may be used and disclosed only in accordance with the terms of that Act and the [Access to Information Act](#).

Please use this form to make your complaint (or write a letter or email) and send it:

- by email: dr.rd@irb-cisr.gc.ca
- or by mail:
Immigration and Refugee Board of Canada
Minto Place, Canada Building
344 Slater Street, 12th Floor
Ottawa, Ontario K1A 0K1

Contracted designated representative information	
First name:	Last name:
_____	_____
To your knowledge, is the contracted designated representative currently assigned to an ongoing IRB case(s)?	
Yes No	
IRB case number(s) the contracted designated representative is currently assigned to (if known):	Name of the person(s) represented in this (these) case(s) (if known):
_____	_____
Location of the IRB proceedings (if known):	

Details of the complaint

a. Select any (one or more) of the situations below that describe the reason(s) why you are making a complaint about the contracted designated representative.

You must provide clear and specific details for each of the situations you select below.

Conduct or actions of the contracted designated representative

The contracted designated representative did not act in an honest and truthful way at all times.

The contracted designated representative was not professional and ethical when interacting with the subject and/or others in the IRB case.

The contracted designated representative did not meet with the subject as soon as possible after they were appointed to help the subject in the IRB case.

The contracted designated representative did not stay in regular contact with the subject, either by email, phone or in person, after they were appointed by the IRB.

The contracted designated representative did not come prepared to meetings with the subject and/or at the hearing at the IRB.

Competence of the contracted designated representative

The contracted designated representative did not demonstrate relevant knowledge and skills to assist in the IRB case and hearing.

The contracted designated representative did not provide assistance to the subject as required.

The contracted designated representative did not inform the IRB that they were no longer able to meet their role and responsibilities.

Responsibilities expected from contracted designated representatives at the IRB are detailed in the [Designated Representative Guide](#).

Compliance and avoidance of conflict of interest

The contracted designated representative did not take action to resolve conflicts of interest they had between their responsibilities and their private affairs.

The contracted designated representative did not communicate information to the IRB concerning any association (personal, professional or other) between them and the subject.

Confidentiality

The contracted designated representative did not keep confidential information obtained in representing the subject.

The contracted designated representative did not ask and get the consent and agreement from the subject before contacting people outside of the IRB case(s) in order to gather information concerning the subject.

b. In addition to the above, you may describe in your own words your complaint against the contracted designated representative. Provide as many details as possible, including examples and dates if possible.

c. In your opinion, what remedy would be the most appropriate way to address your complaint?

Signature

Are you completing this form on behalf of someone else?

Yes No

State the reasons why you are completing this form on behalf of someone else (if permitted by this person):

Person you are completing this form on behalf of (if permitted by this person):

First name:

Last name:

I, the undersigned (first and last names) _____, declare that the information provided in this form is, to the best of my knowledge, true and accurate.

Signature:

Date (YYYY-MM-DD):

Telephone number:

Email:

Mailing address:

Street name and number:

Suite/unit number:

City:

Province:

Postal code:
