



## Member conduct complaint form

Anyone may file a complaint about a member of the Immigration and Refugee Board of Canada (IRB). A complaint must be about the conduct of a member that is believed to be contrary to the standards of conduct set out in sections 9 to 15 of the [Code of Conduct for Members of the IRB](#).

For more information about the process for making a complaint about an IRB member, see the [Procedures for making a complaint about a member](#).

To file a complaint against a member, please fill out this form and send it to the IRB in one of the following ways:

- by email: [irb.irb-ombuds-conduct-conduite.cisr@irb-cisr.gc.ca](mailto:irb.irb-ombuds-conduct-conduite.cisr@irb-cisr.gc.ca).
- by mail at the following address:

**Office of the Ombudsperson**

Immigration and Refugee Board of Canada  
Minto Place, Canada Building  
344 Slater Street, 14th Floor  
Ottawa, Ontario  
K1A 0K1  
Canada

Contact information of the person filing the complaint			
First name		Last name	
Telephone number		Email	
Mailing address (number and street)			Apt. #
City	Province	Postal code	
Information about the complaint			
Name of the member		IRB case file number (if applicable)	
Date of actions that led to the complaint		Location of IRB proceeding (if applicable)	



**Identify the section(s) of the Code of conduct for members of the IRB you believe was breached by the member's behavior.**

1. Members shall conduct hearings in a courteous and respectful manner.
2. Members shall exercise their duties without discrimination. Members must take reasonable measures to accommodate all participants in a proceeding so that they may participate effectively. Members are expected to take into account social and cultural differences and to respect human rights.
3. Members are expected to act honestly and in good faith, in a professional and ethical manner.
4. Members shall conduct themselves with integrity and avoid impropriety, or the appearance of impropriety.
5. Members have a responsibility to perform their duties in a manner that fosters collegiality among members and with staff and to treat them with courtesy and respect. Members are expected to assist their colleagues through the respectful exchange of views, information and opinions.
6. Members shall arrange their private affairs in a manner that will prevent them from being in a conflict of interest, as set out in the applicable legislation, guideline, code, policy or other instrument established for public servants or GIC appointees respectively.
7. Members shall not accept gifts or other advantages, including hospitality or other benefits, as set out in the applicable legislation, guideline, code, policy or other instrument established for public servants or GIC appointees respectively.

**Description of your complaint**

In your own words, describe the conduct of the member that was the cause for your complaint. Please provide enough information so that the Office of the Ombudsperson will be able to determine whether or not the member's conduct can be considered a breach of the Code of conduct for members of the Immigration and Refugee Board of Canada.

Please also provide additional information that may support your complaint. A complaint must be about the conduct of a member (contrary to the standards of conduct in sections 9 to 15 in the code). Complaints about a member's decision will not be accepted.