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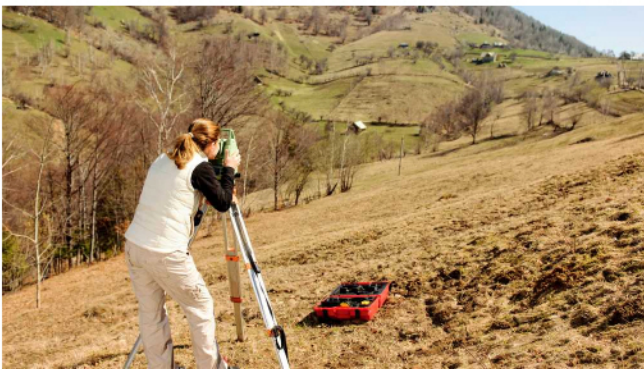
THE ASSOCIATION OF NOVA SCOTIA LAND SURVEYORS

The Complaints Process

The Association of Nova Scotia Land Surveyors is created under the Land Surveyors Act. It is delegated authority by the Nova Scotia government to regulate the profession and practice of land surveying in order to serve and protect the public.

The Association protects the public by setting high educational and professional practice standards for Land Surveyors. Only licensed Land Surveyors in good standing with the Association are permitted to practise land surveying in Nova Scotia.

The Association is governed by an elected Council, including the government's Director of Surveys and a public representative.



Reasons for complaints

The Association of Nova Scotia Land Surveyors requires that Land Surveyors adhere to:

- the Land Surveyors Act,
- the Land Surveyors Regulations,
- the Land Surveyors By-Laws,
- the Land Surveyors Standards of Practice,
- the Land Surveyors Code of Ethics and
- other related statutes,

A breach of any of these requirements might be a legitimate basis for a complaint.

The Association cannot help with all concerns. For example, the Association cannot:

- Provide land surveying advice. (You need a land surveyor)
- Compel a land surveyor to change a survey or plan.
- Adjudicate a boundary dispute.
- Pay you compensation or make a land surveyor pay you compensation because of a mistake.

If you believe that a land surveyor has made a mistake you may wish to seek a second opinion. Any monetary claim must be pursued through the courts.

The Complaints Committee

The Complaints Committee consists of four land surveyors and a public representative appointed by Council.

The complaints process

1. Complaints must be made in writing and signed by the complainant.
2. The Committee may:
 - dismiss the complaint,
 - resolve the complaint, or
 - appoint an investigator.
3. The investigator must:
 - informally resolve the complaint, or
 - prepare a report for the Committee.
4. The Committee must then:
 - dismiss the complaint,
 - informally resolve the complaint,
 - reprimand and/or impose conditions on the respondent's membership, or
 - refer the matter to the Hearing Committee.

Questions or concerns

Before filing a complaint, discuss your concerns with the Land Surveyor. Misunderstandings can arise because of a lack of communication. Often you can resolve these misunderstandings simply by discussing your concerns. If you have a question about land surveying or are concerned with the manner in which a Land Surveyor offers services to the public, contact the Association.

How to file a complaint

Your written complaint and any supporting documents can be submitted by email or by postal mail to the Association office.

What to expect

If you do file a formal written complaint, you can expect:

- an acknowledgment letter from the Association,
- a confidential investigation to ensure the process is fair to both you and the land surveyor.
- information you provide will be forwarded to the Land Surveyor for his or her response. The Complaints Committee may also talk to any third parties who may have relevant information to a complaint.
- to be notified in writing of any decision by the Complaints Committee or the Hearing Committee.

There is no set time for an investigation of a complaint. Generally speaking, the more serious or complex the issues, the longer the review of a complaint will take. Most complaints are resolved within one year.

Unauthorized practice of land surveying

A person, other than a practising Land Surveyor, must not act or profess to act as a Land Surveyor. If you are suspicious of a person who holds himself or herself out to be a Land Surveyor, ask for identification. If they cannot confirm membership with the Association of NS Land Surveyors, please contact us.

