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## **BC MUNICIPAL SAFETY ASSOCIATION**

### **External Audit**

### **Complaints and Appeals**

All COR participating organizations have the right to make a complaint or appeal regarding the handling of an audit, including that of the following:

- Conduct of the auditor
- Individual audit findings
- Final audit results

The review process shall be as follows:

- *Organization* ... Visit the BC Municipal Safety Association website and download the Audit Complaint/Appeal Report Form
- *Organization* ... Complete Audit Complaint / Appeal Report form and forward to the BCMSA Office
- *BCMSA* ... Manager, Audit Services to affect immediate investigation surrounding the events and issues of the concern raised
- *BCMSA* ... Rectify, as appropriate
- *BCMSA*... Notify organization's representative of results and actions regarding concern
- *BCMSA* ... Contact organization's representative by phone, if possible, for personal discussion of results; then close document

Should BCMSA's complaint / appeal process results not satisfy the organization, the organization's representative will be notified that he/she is invited to appeal to the BCMSA Executive formally for one final review of the organization's concerns; directions by the Executive will be then forwarded to the Executive Director, as appropriate.



#203 – 22314 Fraser Highway  
Langley, BC V3A 8M6  
Fax 778-278-0029  
www.bcmsa.ca

## BC MUNICIPAL SAFETY ASSOCIATION Complaints and Appeals Form

### Contact Information

Address: \_\_\_\_\_ City/Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_  
Phone Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_ Email: \_\_\_\_\_

### Reason for Complaint/Appeal:

- Conduct of the Auditor       Individual Audit Findings       Final Audit Results

Please Elaborate:

Desired Outcome:

Submitted by: \_\_\_\_\_ Date Submitted: \_\_\_\_\_

Signature: \_\_\_\_\_

- Submit completed form by:
- Fax to (778) 278-0029
  - Email to smah@bcmsa.ca
  - Mail to #203 0 22314 Fraser highway, Langley BC V3A 8M6

**A BCMSA representative will contact you within 14 days of submission with a decision.**

*Share the Knowledge*