

Office of the **Syndic**



> **Ginette Lussier-Price, FCA**

The number of ethics-related complaints decreased by about 25% this year.

This decrease is due to the fact that the number of cases referred by the Professional Inspection Committee (PIC) went from 309 in 2008 to 215 in 2009, a decrease of approximately 30%. Once again this year, most of the cases forwarded by the PIC dealt with violations of the provisions of the *Code of Ethics* concerning independence, which came into effect in September 2005.

The other complaints decreased slightly this year. A number of these cases are being heard simultaneously in civil and criminal court. It should also be noted that members involved in these cases are often represented by one or more lawyers whose objectives do not always coincide with those of the Office of the syndic.

The 20 complaints lodged this year before the Disciplinary Council involved members in public practice or in industry, and three former members. The complaints involved 153 charges, including:

- non-compliance with standards;
- lack of integrity, objectivity;
- breach of independence;
- association with false documents, misleading statements;
- failure to ensure that each person involved with the member in the practice of the profession complies with the law and regulations;
- being found guilty of a criminal offence relating to the practice of the profession;
- obstruction of the work of the Office of the syndic or failure to verify the information provided to a syndic;
- filing for bankruptcy while being a member;
- failing to serve a period of refresher training;
- being found guilty of an act derogatory to the dignity of the profession.

Applications for conciliation related to the quality of services provided or clients not being informed of an increase in fees during the mandate involved amounts that vary between \$349 and \$226,415.

In 2008-2009, the Office of the syndic received one request under the *Act respecting Access to documents held by public bodies and the*

Protection of personal information and turned down one request. Two requests were appealed to the Commission d'accès à l'information.

In addition to dealing with the cases listed in the table, the Office of the syndic received over 1,100 telephone calls this year.

The syndic also gave five presentations to university students on the professional system and discipline, as well as four presentations to members or various groups of professionals.

Finally, the syndic of the Ordre has been working with assistant syndics throughout the year. Guy Breton, FCA, André Loubier, CA, and Claude Maurer, CA, were closely involved in the cases processed by the Office of the syndic.

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Syndic

Office of the **Syndic** > continued

Year ended March 31

	2009	2008	2007
Ethics-related complaints against members lodged with the Office of the syndic			
Brought forward from last year	202	236	196
New complaints	316	423	544
	518	659	740
Cases processed during the year	274	457	504
Cases carried over to next year	244	202	236
Cases processed during the year			
Complaints lodged before the Disciplinary Council	20	16	16
Conciliations - Ethics	2	1	0
Matters requiring the intervention of the syndic	6	2	6
Warnings	169	295	410
Decisions not to lodge a complaint	68	130	52
Complaints withdrawn by plaintiffs or deemed inadmissible by the Office of the syndic	9	13	20
Cases forwarded to the Professional Inspection Committee	0	0	0
	274	457	504
Decisions submitted by plaintiffs to the Review Committee			
	9	16	7
Conciliation of fee accounts			
Brought forward from last year	7	19	8
New cases	27	28	55
	34	47	63
Cases processed	28	40	44
Cases carried over to next year	6	7	19
Result of cases processed during the year			
Cases settled during conciliation	16	18	15
Cases withdrawn or deemed inadmissible	2	6	8
Cases for which a report was issued	10	16	21
Cases submitted to the Council for the Arbitration of Accounts following the issue of a report	5	6	9