



icrcrc
IMMIGRATION CONSULTANTS OF
CANADA REGULATORY COUNCIL
CRCIC
CONSEIL DE RÉGLEMENTATION DES
CONSULTANTS EN IMMIGRATION DU CANADA

The Immigration Consultants of Canada Regulatory Council (ICCRC) is the national regulatory body that promotes and protects the public interest by overseeing regulated immigration and citizenship consultants and international student advisors.

BULLETIN

MARCH 2021 EDITION

RCIC WINS LAW SOCIETY OF ONTARIO AWARD

Congratulations to RCIC, **Rochelle Ivri**, a recipient of the Law Society of Ontario (LSO)'s 2021 Lincoln Alexander Award.

The LSO's annual awards recognize legal professionals for their outstanding career achievements and contributions to their communities. Rochelle Ivri, an RCIC since 2016 and a paralegal since 2012, is the first African-Canadian professor in Mohawk College's Paralegal Program. She is the first paralegal and immigration consultant appointed as one of 10 citizenship judges in Canada. Additionally, Rochelle is committed to enriching the Hamilton-Niagara communities where she sits on the boards of Bravo Niagara!, the Niagara Region Women's Advisory Committee and the FAB Foundation.

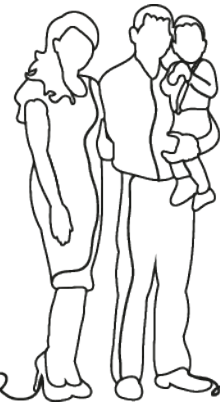


Source:

Law of Society of Ontario. (2021). *Law Society announces 2021 award recipients.*

<https://www.lso.ca/news-events/news/latest-news-2021/law-society-announces-2021-award-recipients>

OUR FRAUD PREVENTION MONTH CAMPAIGN CONTINUES



Over the past year, ICCRC has been working with representatives at the High Commission of Canada in India to address concerns of immigration fraud, unauthorized representatives, and misinformation. Together we have developed several initiatives to educate prospective immigrants to Canada (see below) which are being launched during Fraud Prevention Month and will continue throughout the year. A special thank you to RCICs, Noor Jinah and Jagjeet Pal Singh Sandhu, for their assistance in coordinating these efforts.

Informational webinars

ICCRC is co-hosting webinars with the High Commission of Canada in India throughout March and April. These series of live webinars aimed at prospective immigrants provide information on how to find information on immigrating to Canada, how to use our Public Register, as well as important travel advisories. Hosted in English, Hindi, and Punjabi, the first webinar took place on March 19 (see other scheduled webinars). You do not have to register to join, just follow us on Facebook for #FraudFriday and join the live event!

Scheduled webinars

March 26 and April 9

English

11:00 AM ET | 8:30 PM IST

Hindi and Punjabi

11:30 AM ET | 9:00 PM IST



@iccrsm

Posters in Visa Application Centers

We now have ICCRC posters located inside Visa Application Centers (VACs) in India. Those visiting VACs to submit applications will have another chance to learn about our mobile app and the importance of using an authorized representative.



Want to help?

We are presently testing these initiatives with our counterparts and, if successful, we anticipate broadening our reach to other countries. We are looking for RCICs who are interested in collaborating with other Canadian High Commissions and Consulates. If you have language abilities and a desire to volunteer time to help fight immigration fraud, please reach out to communications@iccr-crcic.ca.

Thank you to those who have shared our messages on social media. You can also download our campaign materials available on our [Immigration Fraud page](#) to post to your social media or websites.



QM SPOTLIGHT

This space is designed to provide updates and call to action related to the new Quality Management (QM) Program which replaces the compliance audit process.

CPD Provider Portal Launch

The CPD Provider Portal – a tool designed for the online submission of providers continuing professional development (CPD) activities – will be launched in April 2021.

CPD providers who have an active approved CPD activity will receive login credentials to log in to the portal and map their CPD activities to the [Essential Competencies](#). RCICs and RISIAs will see approved CPD activities in their Continuing Competence Portal but will only be able to add them to their Learning Plan if providers have mapped the activities to the Essential Competencies.

Continuing Competence Portal Launch

Logging CPD Hours

In April 2021, RCICs and RISIAs will be invited to log their CPD hours (earned between January 1, 2020 and June 30, 2021) in the Continuing Competence Portal. **RCICs and RISIAs must log their CPD hours by June 30, 2021, and before they complete their annual renewal process.**

Goal Wizard

In addition to logging CPD hours, RCICs and RISIAs will need to follow instructions in the Goal Wizard section of the Continuing Competence Portal which includes three items:

- 1. Self-assessment** – A self-reflection exercise used to identify essential competencies that are relevant to the past, current, and future role and professional interests of RCICs and RISIAs. Completing this step helps identify future learning needs and find relevant CPD offerings. There are no right or wrong answers. The questions are not scored, and ICCRC will not review individual responses to the questions.
- 2. Individualized Competency Profile** – A list of relevant competencies and performance indicators is generated. RCICs and RISIAs can select the competencies on which they want to focus this year's learning.
- 3. Learning Plan** – A list of the selected competencies and of available relevant CPD offerings.

Need help with the new portal?

To support RCICs and RISIAs with the login of CPD hours and navigation in the portal, ICCRC will be hosting a series of webinars in April. Invitations to join the webinars, and subsequently credentials to log into the portal, will be sent by alphabetical order of the RCICs and RISIAs' last name.

YOUR QUESTIONS MATTER



Our thanks to all of you who asked or sent in questions at the AGM. Council staff and Directors have prepared answers to questions related to their Departments. For clarity and simplicity, questions may have been edited. Today the focus is on professional conduct. Stay tuned for more in the upcoming Bulletins.

Why does a complaint against an RCIC take years to process? Doesn't such a lengthy process undermine public confidence?

ICCRC considers the effective and timely resolution of complaints to be of paramount importance. We acknowledge that resolving complaints has taken longer than the public and membership expect. This was owing to, amongst other things, the large volume of complaints that ICCRC receives annually; the challenges of communicating with complainants who often do not speak English or French; and the lack of statutory powers that hampered ICCRC's ability to collect information and conduct effective investigations. ICCRC has addressed these issues by adding resources to respond to complaints, by partnering with various government agencies, and by outlining to Parliament the need for additional statutory powers, which has now been remedied by the College Act. Previously, the processing of serious complaints that were referred to the Discipline Committee was slow and cumbersome, as individuals needed to come to Burlington for a hearing. ICCRC has now introduced both written and online disciplinary proceedings to resolve the more serious complaints more efficiently. Notwithstanding these significant changes, ICCRC remains committed to improving the timelines for its complaints process and is eager to work with the membership and other

stakeholders to implement further improvements.

I filed a complaint a year and a half ago but it has not yet been assigned to an investigator. How long does it take on average for a complaint to be assigned to an investigator, and will the timeline change once the new College is in place?

ICCRC appreciates all efforts made by members of the public and RCICs to bring their concerns about an RCIC's professionalism to our attention. Over the past two years, ICCRC has made significant reforms to its complaint investigation process, which required the hiring and training of new investigators. For these reasons, there has been a significant delay in the assignment of certain complaints.

Going forward, owing to changes to the complaints process, low-risk complaints will not be forwarded to investigators, but handled through the early resolution process. This will not only ensure the quick resolution of these lower-risk complaints, but also ensure that there are sufficient investigative resources to handle more complex and/or serious complaints. We expect that once ICCRC transitions to the College, complaints necessitating an investigation, would be forwarded within three months.

Why is the Council not considering anonymous complaints about malevolent acts of RCICs, even when

they are supported by overwhelming objective evidence? Can ICCRC not open its own investigations to protect the public?

Also, can we increase the monitoring of overseas agents by RCICs? Agents are now doing RCICs' work and their activities are ongoing.

ICCRC does itself initiate complaints when it receives documentary evidence from identifiable and reliable sources. It cannot, however, do so if the individual sources of that information are not willing to identify themselves or make themselves available to respond to questioning about the objectivity of their evidence. For ICCRC to fairly and effectively prove misconduct in disciplinary matters, the cooperation of complainants and informants is critical.

E&O insurance covers errors and omissions committed by members, but with regard to ICCRC disciplinary hearings, do complainants get monetary compensation for damages? If so, who pays it, ICCRC or the member who committed a breach?

The Disciplinary Committee can order and has ordered that RCICs return fees to their clients, pay penalties, and pay ICCRC's costs of conducting the disciplinary proceedings. Therefore, the RCIC would be responsible for these payments.

Could IRCC local offices eliminate illicit activities of unlicensed immigration consultants by informing the public that they do not accept applications filed by unauthorized representatives?

Thank you for your suggestion. We have and will continue to work with foreign IRCC offices to inform the public about the risks of working with unlicensed immigration consultants and unregistered agents. We are also sharing information with IRCC about known unlicensed immigration consultants so that the applications they submit are no longer processed.

Have you considered collaborating with IRCC to restrict the ability of Designated Learning Institutions (DLIs) to work with unauthorized persons?

Also, as a conditional requirement to admission to any DLI, could DLIs be mandated to require that all students who have been admitted apply for their permits only through an RCIC or a RISIA?

ICCRC is working with both the federal and provincial governments on ways to curtail the use of unlicensed immigration consultants, particularly in regard to student permits. We have also recently contacted all DLIs to advise them of the legal requirement to engage licensed advisors and hope to work with DLIs to develop a strategy to ensure that student applicants only receive immigration advice from licensed RCICs and RISIAs. Further strategies will be developed as we continue meetings of our recently convened RISIA Working Group.

The Solicitors Act of Ontario protects lawyers' financial interests when they represent clients who later skip to other representatives and avoid paying their bills, thereby causing fee increases and abuse of the solicitor-client relationship. Will the College be implementing a Consultants' Lien provision?

Introducing such a provision is outside of ICCRC or the College's authority. It would require new legislation.

How can we stop fraudulent applications while meeting the confidentiality obligation set under the RCIC Code of Professional Ethics?

RCICs should counsel their clients not to make any false statements on their application. Should one of their clients insist on doing so, the RCIC should withdraw from representing the client.

Why don't we make the complaints process more proactive by reviewing websites and making sure that RCICs are prominently displaying their names?

ICCRC has recently announced that it is implementing a Quality Management Program that will proactively address various issues and problems that currently lead to complaints. The program was announced to members in the Bulletin, and further updates are provided monthly.

Is ICCRC considering banning RCICs from working with agents or companies against whom multiple complaints have been filed?

Yes, ICCRC is developing a procedure for identifying high-risk agents and companies with whom or which RCICs would be prohibited to associate.

The normal complaints and discipline process is not suitable for reporting RCICs who commit minor violations with respect to advertising and promotion. Has ICCRC considered an alternate method?

Yes. Such minor violations will be addressed proactively through the Quality Management Program rather than through the complaints process.

Can ICCRC set a forum for RCICs to give their input or suggestions on handling ghost consultants? Suggestions could include verifying IP addresses match those of authorized consultants, restrict education consultants from filing study permits and not allowing ghost consultants outside of Canada to become RCICs and drive fees down.

ICCRC recognizes the valuable experience of RCICs and would be happy to set up a forum to hear RCICs' suggestions on how to best handle the issue of unlicensed immigration consultants (ghost consultants) who provide student permit application services.

Is ICCRC taking or considering any actions to better protect RCICs' identity on ICCRC's public register page?

ICCRC is working both on promoting and improving the online register so that the public can easily determine who is actually an RCIC and contact that RCIC directly. ICCRC has also begun consulting with RCICs who have been victims of identity theft to learn from their experience and develop preventative solutions for other RCICs.

THE VERY REAL IMPACT OF IMMIGRATION FRAUD

In the February Bulletin, we asked if you had ever helped a client who had dealings with an unlicensed immigration consultant. The story below shows the importance of working with a licensed immigration consultant, as well as the integrity that RCICs demonstrate. Please note that names have been omitted and that the story has been edited for brevity and clarity.

An all-too-familiar story

Shortly after I passed the RCIC Entry-to-Practice Exam, I was introduced to a person who had lost her status in Canada. This potential client originally came to Canada on a work permit with employment in a restaurant. When it came time for her to seek a work permit extension, the restaurant decided not to extend her contract, causing her to seek out another employer. She had experience in Hong Kong working as a caregiver for the elderly and had a caregiver training certificate; so she sought out work in that field. This was when she met an "agent" who facilitated jobs for immigrants. The client did not know that immigration consultants need to be licensed nor did she know the role of an actual agent.

This so-called agent arranged employment for her as the caregiver for an elderly person with Alzheimer's disease and, in return for the job and sponsorship, she had to pay the "agent" almost all of her first year's salary. As her employment one-year mark was nearing, the client realized that, although there had been many promises made, she had yet to see any paperwork. This was when she was introduced to me. I took over the case and began to assess her status. After paying nearly all her salary to the "agent", the client did not have any money left to retain my services. As she could not pay my fees, I offered to put my own credit card forward if she would sign a retainer agreement that laid out an instalment repayment plan.

I quickly found an employer to sponsor her and apply for a Labour Market Impact Assessment (LMIA). When the client obtained a positive LMIA, I was able to move forward and apply for her work permit. The client's work permit was granted and her status was restored. She has since met the Permanent Residence requirements and is awaiting approval. She is very grateful for my help and has diligently been paying her instalments. The poor client was scammed by a fraud who has been operating as an "agent" for many years and she has not received a refund for the almost full year's salary that she paid for fraudulent services. I will never regret helping someone like this.

Luckily for this client, she found an RCIC and sought help before her situation became completely dire. Others are not so lucky. We must all do everything we can to prevent fraud. If you encounter an unlicensed immigration consultant or any kind of immigration fraud, we recommend that you report it to:

1. The [Canada Border Services Agency](#) (CBSA) as they have the authority to follow up on unlicensed immigration consultants.
2. The Canadian Anti-Fraud Centre (CAFC) at 1-888-495-8501 (toll-free in Canada) or report the fraud online at <https://antifraudcentre-centreantifraude.ca/report-signalez-eng.htm>.
3. Your local police service. Provide them with the same information you shared with CAFC.

Once the Council transitions to the College, we will obtain the necessary statutory authority to identify unlicensed immigration consultants and hold them responsible for their actions.

IRCC SURVEY



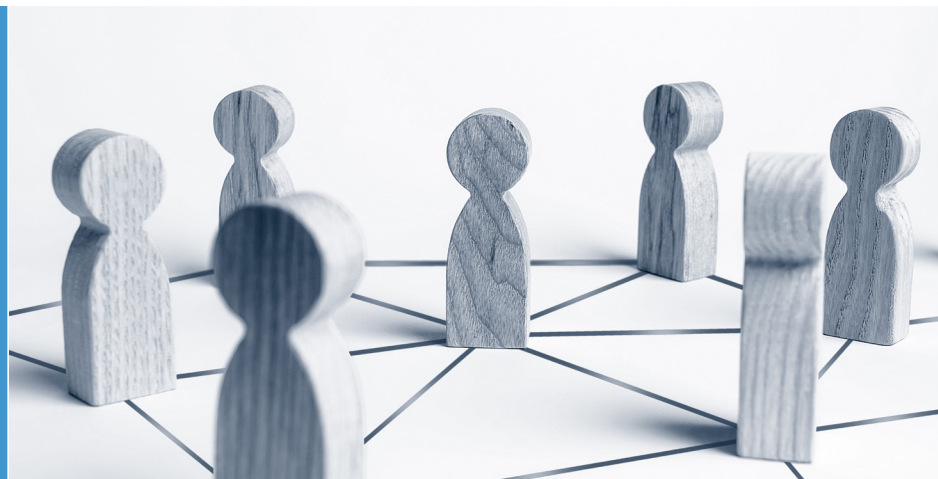
IRCC is looking for client representatives to help test the usability of the Ministerial Instructions section of the website. Their goal is to learn where they can make improvements so that the website is more user-friendly and convenient to use.

To participate, you will be shown a web page, asked to find some specific content, and then asked to complete a brief survey about the experience. The survey will take about **15 minutes** and is completely **anonymous**. If you choose to participate, please complete the survey **by March 26** (click on the link sent by email on March 16, 2021).

IRCC thanks you for your help, the insights they gain from this exercise will help them improve their website for everyone.

If you have any questions, please contact kathryn.burke@cic.gc.ca

ETHICS CORNER



Competence is an ongoing process. As professionals, RCICs have the duty to maintain competence in their profession.

When RCICs are unfamiliar with an immigration program, have not kept up with program changes, or lack the knowledge and experience to handle a type of client file, they should not agree to provide these types of services. RCICs should consider co-counselling with a colleague who is competent to work on the file. Under section 5.3.1 of the [Code of Professional Ethics](#), a Member who lacks the knowledge and experience to complete a task or service should obtain the client's consent to retain, consult or work with another competent licensed professional to perform that task or service.

RCICs who co-counsel will not only avoid making costly mistakes, but also benefit from the opportunity to learn from other colleagues and build client confidence in their services.

RESEARCH HUB



Organizations are starting to recognize the value of data-driven decision-making (DDDM) when it comes to strategic decisions, and ICCRC is engaging in research to support this new approach. You will find our latest research results and news in this section.

COVID-19 Impact on the Immigration Consulting Practice

Since March 2020, the COVID-19 pandemic has resulted in unprecedented social and economic changes that have impacted many professionals, including immigration consultants.

Early on, research has helped us determine – with the distribution of a COVID-19 survey in April 2020 – RCICs’ perceptions regarding the early stages and impact of the COVID-19 pandemic on their practice. The results of the survey (see below) informed the Council’s COVID-19 relief strategy which included a deferment of quarterly dues, a 12.5% reduction of membership dues/registration fees, and the creation of a COVID-19 FAQ webpage with practice management advice and other useful resources.

A year has now passed, and research is as crucial as ever to understand how immigration consulting practices are coping with the evolving challenges posed by the pandemic; identify opportunities to strengthen the profession; and explore the role of RCICs in the Canadian post-pandemic economic recovery. To that end, we have sent a COVID-19 follow-up survey. Please check your emails and make sure to complete the survey.

Results of the first COVID-19 impact survey

Government relief

While the number of respondents who indicated that they applied for COVID-related government relief was very small, it should be noted that government funding had just been rolled out. It is possible that respondents had yet to apply for funding at the time they completed the survey. In addition, the requirements to apply for government

funding at that time were precarious, hence participants may have been less likely to apply until they were able to research their eligibility more closely. It will be interesting to explore this area in more detail in the second COVID-19 impact survey.

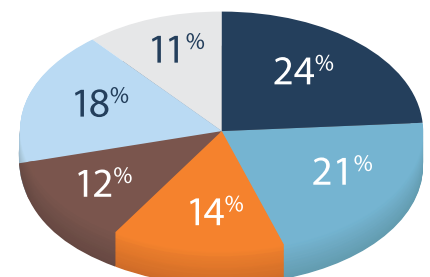
Concerns about caseload decrease not a deterrent to stay in the immigration sector

At the early stages of the COVID-19 pandemic, most respondents expressed concerns regarding the anticipated decrease of caseloads but those that worked more than 40 hours per week were more likely to stay within the immigration sector following COVID-19 than those working 20 hours or less per week as an RCIC.

Also, younger RCICs (18-30-year-old) working less than 20 hrs/week reported that they were less likely to stay within the immigration sector post-COVID 19. Immigration practice is perhaps a supplemental income for younger adults.

Less than five years of practice

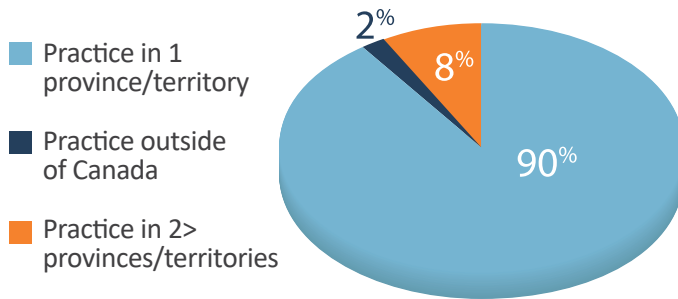
- 7-10 years
- <1 year
- 1-2 years
- 2-3 years
- 3-5 years
- 5-7 years



Prevalence of Remote Practice

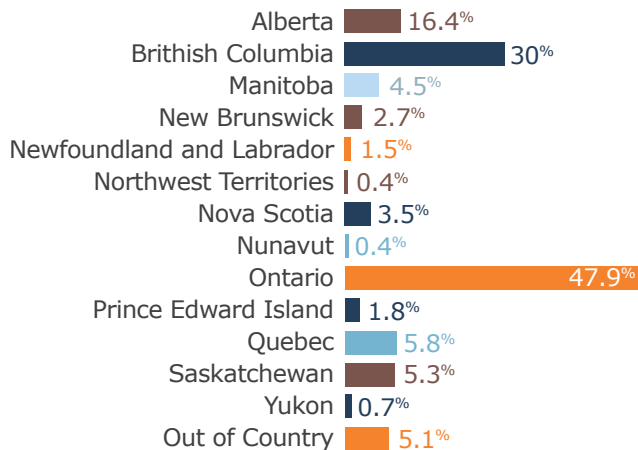
Interestingly, 47% of respondents reported that they worked remotely prior to COVID-19. When participants were asked how they managed working remotely only 5% reported that they did not transition to working remotely. However, 29% indicated that they experienced difficulty working remotely.

Practice in one province or territory

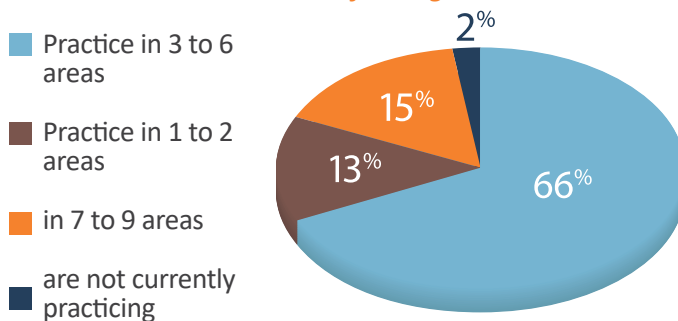


Most practice in Ontario

Proportion of Location(s) Where Respondents are Currently Practicing



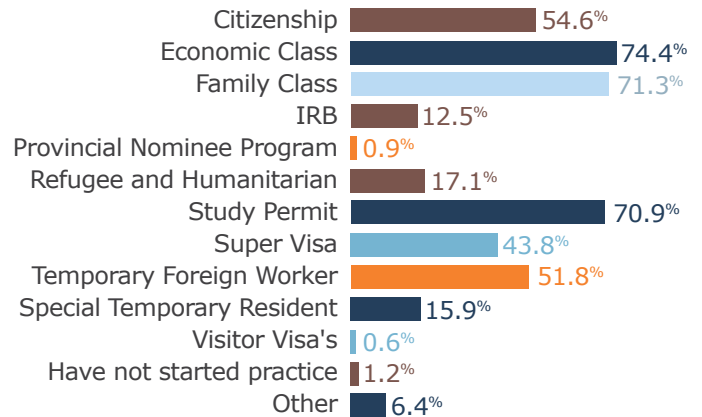
Practice in three to six areas of immigration law



Note: Instances where the percentage does not equate to 100% is due to respondent(s) not providing a response to a particular question. Reasons for not doing so include forgetting to select a response, choosing not to respond to a question or deeming the question is not applicable to them.

Three main areas of practice: Economic Class Visa, Family Visa, and Student Permit

Proportion of Areas of Practice (Select all that Apply)



One single professional registration

Many (85%) of respondents do not hold a separate professional registration with any other provinces (e.g., with the provincial or territorial law society or Registre québécois des consultants en immigration).

Looking ahead

The [announcement of a plan](#) to support economic recovery through immigration by the Minister of Immigration, Refugees and Citizenship, recognizes the role immigrants have played during the pandemic and will continue to play. Many survey participants (80%) self-identify as immigrants and they too will take part in the post-pandemic economic recovery. It will be interesting to explore in the second COVID-19 survey the impact of the Plan to increase immigration targets on Canadian immigration consultants' practice.

Announced in October 30, 2020, the 2021 to 2023 levels plan aims to continue welcoming immigrants at a rate of about 1% of the population of Canada, including 401,000 permanent residents in 2021, 411,000 in 2022 and 421,000 in 2023.

The previous plan set targets of 351,000 in 2021 and 361,000 in 2022.

If you have any questions regarding ICCRC research please contact Dr. Beata Pawlowska, Director of Professional Standards, Research, Education and Policy at bpawlowska@icrc-crcic.ca.

Source:

Government of Canada. *Government of Canada announces plan to support economic recovery through immigration.* <https://www.canada.ca/en/immigration-refugees-citizenship/news/2020/10/government-of-canada-announces-plan-to-support-economic-recovery-through-immigration.html>



QUEEN'S UNIVERSITY INSTRUCTOR POSITIONS

As of August 1, 2020, the Queen's University Graduate Diploma in Immigration and Citizenship Law (GDipICL) and the D.E.S.S. en réglementation canadienne et québécoise de l'immigration offered by the Université de Montréal are the only educational pathways for individuals who want to become Regulated Canadian Immigration Consultants (RCICs), replacing all Immigration Practitioner Programs (IPPs).

The Faculty of Law at [Queen's University](#) is accepting applications for [Coordinating Instructor](#) and [Instructor](#) positions for the 2021-2022 academic year. The application deadline is **March 23, 2021**.

CAREER CORNER



ICCRC is looking for some talented professionals to join our team.

Do you or someone you know want to be part of a team that protects the public by overseeing regulated immigration and citizenship consultants and international student advisors?

[Administrative Coordinator](#)

[IT Systems Administrator \(Level 2\)](#)

[Policy Analyst](#)

[Registration Clerk – 4 month contract](#)

[Tribunal Committee – Member \(RCIC\) Appointments](#)

Interested in any of these opportunities? Email your resume and a brief cover letter indicating why you feel you are a fit for the role to hr@icrc-crcic.ca with the position title in the subject line. For more information on these positions and the most up-to-date ICCRC career postings, visit ICCRC's [Careers](#) page.

Disciplinary Actions

ICCRC administers a complaints and discipline process to ensure that its consultants and advisors comply with ICCRC's Codes of Ethics and Regulations.



The ICCRC Tribunal Committee is an independent adjudicative committee that hears and decides regulatory cases about an RCIC in accordance with ICCRC core values of fairness, transparency, and public protection.

Below are summaries of the most recent decisions of the Tribunal Committee. Full decisions are available, without charge, on the Canadian Legal Information Institute's (CanLII) website at: <https://www.canlii.org/en/>.

DISCIPLINE COMMITTEE DECISION

RCIC:	Sumit Sen, R418703
Company Name/ Location:	SEN Consultancy, Toronto, ON
Proceedings:	Written Disciplinary Hearing
Finding:	<p>The disciplinary hearing dealt with three complaints involving the RCIC.</p> <p>Complaint #1 The RCIC was not forthright and honest with the client regarding the fees charged to him and those fees, namely for a Labour Market Impact Assessment (LMIA), were not his costs to bear, but those of the employer. The RCIC did not serve honourably because he drafted a work experience letter knowing the client did not have the work experience stated. The RCIC advised the client that he had procured pre-approved LMIAs and told the client to pay for them or else the “external parties” would not proceed.</p> <p>Complaint #2 The RCIC was not honest or candid when he advised his client that his IELTS were “quite good” when they were inadequate to qualify for permanent residence under Express Entry. The RCIC did not provide quality service because the client experienced an excessive delay in the filing of his Express Entry profile solely due to the RCIC’s lack of competence in this matter and the lack of timely communication with the client. The RCIC communicated with the client after the complaint was filed contrary to the Code.</p> <p>Complaint #3 The RCIC had a clear conflict of interest by acting for both the client and the employer in the LMIA process without disclosing the same to the client or obtaining his informed consent. The RCIC improperly charged his client fees for a job offer and services related to an LMIA. It was unacceptable for the RCIC to prohibit the client from communicating with the employer.</p>
Outcome:	The RCIC has been found to have breached the Code. The parties will provide written penalty submissions to the Discipline Committee.
Costs:	Costs will be addressed in the decision on penalty.

DISCIPLINE COMMITTEE DECISION

RCIC:	Muhammad Watto, R421263
Company Name/ Location:	Win Win Services Inc., Vaughan, ON
Proceedings:	Settlement Agreement
Finding:	<p>The Discipline Committee panel approved the parties’ Settlement Agreement as it was satisfied that the proposed outcome falls within a range of reasonable outcomes. The panel ordered that the terms of the Settlement Agreement not be published in order to protect the privacy of individuals who are not parties to the proceeding. The panel found that there is a public interest in the transparency of regulation of immigration consultants and accordingly, ordered the fact that the RCIC applied under section 21.2 of the By-Law for permission to resign his membership be published.</p>
Outcome:	The RCIC was permitted to resign his membership as an immigration consultant.

DISCIPLINE COMMITTEE DECISION

RCIC:	Douglas Randal Boldt, R407999
Company Name/ Location:	Visamax, Winnipeg, MB
Proceedings:	Disciplinary Hearing
Finding:	The RCIC failed to provide his clients with retainer agreements for representation relating to a work performed over several years. The RCIC preferred his own interests over those of his clients when he encouraged them to enter into a business arrangement with the RCIC's girlfriend, BL, which included investing \$60,000 in the business. When the clients requested the return of the \$60,000 investment, the RCIC preferred his own interests over those of his clients when he failed to instruct BL to return the funds. The RCIC failed to return the client's complete files to her upon withdrawal from her matter.
Outcome:	The RCIC has been found to have breached the Code. The parties will provide cost and penalty submissions to the Discipline Committee panel.
Costs:	Costs will be addressed in the decision on penalty.

DISCIPLINE COMMITTEE DECISION

RCIC:	Osama Ebid, R530337
Company Name/ Location:	Fast to Canada, Mississauga, ON
Proceedings:	Disciplinary Hearing
Finding:	<p>The disciplinary hearing dealt with two complaints against the RCIC.</p> <p>Complaint #1</p> <p>The RCIC engaged in conduct unbecoming and breached his duty of good faith when he communicated with a witness who was about to testify at his former wife's ICCRC disciplinary hearing. The Panel found that the RCIC improperly intimidated and threatened the witness to obtain evidence against ICCRC's counsel and to impede the ICCRC investigation and prosecution of his former wife, AQ. The threatening tone of the email was a breach of the duty of good faith.</p> <p>Complaint #2</p> <p>In June 2019, the RCIC had a breakdown in his marital relationship with AQ, who was also an RCIC and worked for his company, Fast to Canada (FTC). The situation resulted in AQ undertaking to police that she would not contact the RCIC or attend at the FTC premises. AQ filed a complaint with ICCRC claiming that the RCIC was denying her access to the FTC office and the FTC bank account. ICCRC's investigator advised the RCIC that he must grant AQ access to her client files and trust account and made repeated requests that the RCIC provide scanned copies of client files to the ICCRC, which he failed to produce. The RCIC breached his duties when he failed to deal with client files in a professional manner. The RCIC should have transferred the client files to AQ, who was the RCIC of record, but misrepresented to clients that they had to request to transfer their files to AQ. The RCIC's blanket denial of refund of fees and requirement that clients sign a release was inappropriate.</p>
Outcome:	The RCIC has been found to have breached the Code. The parties will provide written penalty submissions to the Discipline Committee.
Costs:	Costs will be addressed in the decision on penalty.

Spring is here!



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Email Form



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