**CPD for Immigration Consultants - January 20, 2021**

Overview of Presentation – Complaints and Discipline

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1. Preventing Complaints
2. Communication
3. Know the Rules
4. Office Systems
5. Competence
6. Conduct Unbecoming
7. Fees
8. Addressing Complaints
9. Communicating with the College
10. Seek Advice
11. Insurance Issues
12. Rectify and Repair
13. Self-Audit
14. Hearings and Alternative Dispute Resolution
15. General Comments on “New” Complaints Process
16. Delay
17. The CICCA
18. Questions