



INSTITUTE OF VALUERS AND
APPRAISERS, SINGAPORE

COMPLAINT FORM

Please complete this form to report a complaint against a CVA Charter holder certified by the Institute of Valuers and Appraisers, Singapore (IVAS).

Before you make a complaint:

- Complaints can be filed against individual CVA Charter holders, not against companies or employers of CVA Charter holders.
- IVAS will not handle fee disputes as business valuation is not regulated in Singapore.
- IVAS cannot award damages or restitution.
- There should be an attempt to resolve the issue with the CVA Charter holder before complaint is lodged with IVAS.

When making a complaint, please note:

- Your complaint should be on issues that occurred after the launch of the IVAS Disciplinary Framework on 25 Jun 2020 and within 6 years of this complaint.
- IVAS does not accept anonymous complaints. All fields in the Complaint Form need to be completed and the form signed. Your complaint will be acknowledged. You may be requested by IVAS to provide more information, in the form of relevant supporting documents.
- IVAS reserves the right to accept your complaint and proceed with the investigation.
- The complainant will be made aware of your complaint, and all relevant supporting documents provided by you, and reserves the right to defend himself/herself.
- Please inform IVAS if you believe that a criminal offence has been committed and a police report has been made.
- Please contact ivas@acra.gov.sg if you require any clarifications to fill this form.

TYPE OF COMPLAINT	
<input type="checkbox"/>	CVA Charter holder did not comply with the International Valuation Standards.
<input type="checkbox"/>	CVA Charter holder did not comply with the "Code of Ethical Principles for Professional Valuers".



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YOUR INFORMATION	
Name <i>(According to your IC / Passport)</i>	
Designation	
Organisation	
Organisation Address	
Email	
Contact Number	

WHO DO YOU WANT TO COMPLAIN AGAINST?	
Name	
Designation	
Organisation	
Organisation Address	
Email	

TELL US ABOUT YOUR COMPLAINT	
Please explain your complaint in detail and attach relevant documents in support of your complaint.	
Have you attempted to communicate with the IVAS CVA Charter holder on your complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If Yes, what was the outcome of the communication?	
If No, please provide reason why there was no communication.	

PRIVACY STATEMENT
<p>IVAS is an institute under the purview of the Accounting and Corporate Regulatory Authority (ACRA). All personal information provided in this Complaint Form is provided to IVAS and ACRA. By providing your personal information on this form, you agree and consent to ACRA's Privacy Statement.</p>



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DECLARATION	
<input type="checkbox"/>	I declare that the information and relevant supporting documents submitted are true and correct.
<input type="checkbox"/>	I accept that IVAS reserves the right to proceed or otherwise with the investigation after my complaint is received.
<input type="checkbox"/>	I understand that the complainant will be made aware of my complaint (and all relevant supporting documents provided by me) and reserves the right to defend himself/herself.
<input type="checkbox"/>	I declared that I consent to IVAS's collection, use and disclosure of the information provided in this form and have read the PDPP section above.

Name (in BLOCK letters)

Signature

Date

Please send this completed form and your relevant supporting documents to ivas@acra.gov.sg.