

COMPLAINT FORM FOR SUBMISSION TO INSTITUTE OF SINGAPORE CHARTERED ACCOUNTANTS

This form is for lodging a complaint against a current or former member of the Institute of Singapore Chartered Accountants (ISCA) for acts or omissions that occurred while he or she was a member.

To check whether an individual is an ISCA member, please search our [online member directory](#) or alternatively, please contact (65) 6749 8060 or email membership@isca.org.sg.

Attempts should be made to resolve the matter directly with the member concerned. If the matter cannot be resolved satisfactorily, please complete this complaint form.

Before completing this form, please read the following important information.

1. This complaint form must be supported by a Statutory Declaration in the format specified at <https://isca.org.sg/docs/default-source/governance-member-services/icdc/statutory-declaration-form-v2024.pdf>.
2. This complaint form must also be accompanied by a \$2,000 deposit made with ISCA.
3. Please ensure that all sections of the form are filled out, signed, and supported by relevant documentary evidence which are to be annexed to this form. Incomplete forms will not be processed.
4. Please note that a copy of the complaint form including all supporting evidence will be sent to the member concerned.

1. MEMBER'S DETAILS	
Name	
Company	
Address	

2. YOUR PARTICULARS	
Name	
Company	
Address	
Contact No.	
Email	

3. ATTEMPTS TO RESOLVE THE COMPLAINT

Have you made an attempt to discuss/resolve* the issues with the member concerned?

Yes No

**It is important to address the issues through mutual conciliation before lodging a complaint*

If yes, what was the outcome?

If no, why not?

4. OTHER ORGANISATIONS

Have you lodged a complaint to any other organisation or authority? Yes No

If yes, please provide the name of the organisation(s) and full details of the date of complaint and status.

5. LEGAL PROCEEDINGS

Have you commenced legal proceedings in relation to this complaint? Yes No

If yes, please provide the status of the proceedings and any upcoming hearing dates. If a court decision is available and not subject to any non-publication or non-disclosure orders or other similar restrictions, this should also be provided.

6. DETAILS OF THE COMPLAINT

Please provide full details of, in chronological order, the circumstances giving rise to the complaint and attach relevant documents and a statutory declaration to support your complaint.

7. DECLARATION

- I declare that all the information and documents provided by me are complete and accurate.
- I confirm that there are no restrictions on disclosure of the information and documents provided in this form to the member concerned and any other interested third parties, including legal advisors, members of the Investigation and Disciplinary Panel, regulators, law enforcement agencies and other professional organisation(s).
- I authorise ISCA to share a copy of my complaint including any supporting evidence and subsequent correspondence to the member concerned.
- I acknowledge and agree that ISCA, its officers, employees, legal advisors, members of the Investigation and Disciplinary Panel, and any other person acting in connection with the investigation of the complaint shall not be held liable for anything which is done or purported to be done, or omitted to be done, in good faith and with reasonable care in the exercise or purported exercise of any power or the performance or purported performance of any function under ISCA's Institute (Membership and Fees) Rules.
- I have read and agree to the [Privacy and Data Protection Policy](#) which sets out how my personal data will be collected, used, disclosed and processed by ISCA and the purposes of the complaint, investigation and any disciplinary hearings. I understand that my personal data may also be collected from third parties in connection with the investigation of the complaint including from the member concerned. I understand that my personal data may be disclosed to third parties, including the member concerned, legal advisors, members of the Investigation and Disciplinary Panel, regulators, law enforcement agencies and other professional organisation(s) upon their request.

.....
Signature

.....
Print Name

Date:

8. SEND YOUR COMPLAINT AND SUPPORTING DOCUMENTS TO:

Institute of Singapore Chartered Accountants
ISCA House, 60 Cecil Street, 6th Floor
Singapore 049709

Attn: Chief Executive Officer