

COMPLAINT PROCEDURE – ELECTIONS 2025

The purpose of this procedure is to provide a mechanism for acceptance, consideration and disposal of election related complaints by the Election Committee.

Receipt of Complaints

- 1) Complaints related to elections should be submitted in writing to the Secretariat of election committee at electioncommittee@icap.org.pk
- 2) The complainant should disclose his name and ICAP membership number in the complaint and should highlight the following:
 - Details of the allegation / issue
 - Names of members involved along with their ICAP membership number
 - Desired outcome or resolution sought
- 3) The receipt of complaint will be acknowledged in writing within 3 working days by the election secretariat.
- 4) The complainant should identify the specific reference of laws, directives and guidelines which have been alleged to be violated by the person against whom the complaint is made.
- 5) The complaints should be supported with evidences of violation of relevant laws, directives or guidelines issued relating to elections of the Institute.
- 6) Anonymous complaints will not be accepted or considered by the Election Committee.
- 7) The Election Committee is entitled not to take up the complaint in case the above criteria for lodging complaints are not fulfilled.

Consideration & Disposal of Complaints

- 8) The Election Committee will consider the complaints in light of relevant provisions of laws, directives and guidelines including Bye-Laws 47 and 47A of the Chartered Accountants (CA) Bye-Laws, 1983 in order to determine whether the complaint has merits and need further proceedings.
- 9) As per the Directive 6.03 (Institute's Elections), the Election Committee on its own motion or on any complaint filed will, in its sole opinion, decide as to the aspects of good taste and sense of communication and canvassing.
- 10) In case the Election Committee is of the view that allegation made or communication brought to the knowledge of the Committee does not fall within the realm of good taste or form, the Committee, after necessary fact finding, may carry out such actions as it deems appropriate, including, but not limited to, issuance of warning to the candidate and communication to the members.

- 11) The findings and conclusion of the complaint will be documented by the Election secretariat and approved by the Election Committee.

Action against Complainant

- 12) Any violation of the relevant laws, directives or guidelines regarding elections is to be reported to the Election Committee as per the above procedure. However, where the allegations made in the complaint are found to be false or is calculated to prejudice any candidate or is made out of malice, the same shall be adequate ground for disciplinary action against the reporting member as per applicable laws and directives.
- 13) The Election Committee has the right to make necessary changes in the above complaint mechanism whenever it considers appropriate.