



# Complaint Submission Form

---

This form must be completed to submit a formal complaint with the Building Officials' Association of British Columbia (Association) about an alleged breach of Rules of Professional Conduct or Code of Ethics by a member of the Association. The Rules of Professional Conduct and Code of Ethics are set out below.

All complaints are assessed by the Complaints Committee (Committee) through a transparent, objective, and fair process set out in the Act and Association bylaws. When reviewing a complaint, the Committee considers information submitted by the complainant(s) and provides the member(s) with an opportunity to respond to the allegations. An investigation may be conducted if the Committee requires more information to make a decision about the complaint.

The Association is committed to addressing complaints in a timely manner. Timelines will vary as complaints are investigated on a case-by-case basis in relation to the specific circumstances and complexities, technical nature, and risk to public safety raised in the complaint.

Based on its review, the Committee must dispose of the complaint by deciding to:

- forward the complaint, in whole or part, to the Discipline Committee,
- discharge the complaint without further action; or
- take some other action that is consistent with the bylaws.

The Committee will notify the complainant(s) and member(s) of its decision.

The Committee is restricted to making matters on decisions whether the actions of individual members are consistent with the Code of Ethics and Rules and Professional Conduct. The Committee has no jurisdiction over contractual disputes between homeowners and builders, and cannot require local governments, registered professionals, contractors, or other parties to take specific actions. The Committee also has no authority to issue monetary awards or penalties.

## INSTRUCTIONS FOR COMPLAINANTS

1. Contact the Association to discuss your concern(s) and understand the complaints process.  
A complainant does not need to be a member of the Association.
2. Submit a completed Complaint Submission Form to the Association. Please include any supporting documentation or information that you believe is relevant to your complaint.
3. Clearly describe how you believe the member(s) have breached the Rules of Professional Conduct or Code of Ethics.



## SECTION 1 – COMPLAINANT INFORMATION

Name: Christopher David Caddell

Address: 938 Ambassador Avenue, Victoria, BC V8X 3N1

STREET

CITY/TOWN

PROVINCE

POSTAL

Phone: \_\_\_\_\_

PRIMARY

ALTERNATE

Email: saanichbylawreform@gmail.com

## SECTION 2 – COMPLAINT DESCRIPTION

Name of the Association Member(s) who is/are the subject of your complaint:

1. Roy Thomassen, RBO, ACBOA - Manager of Inspection Services
2. Dennis Mirabelli - Senior Building Official
3. \_\_\_\_\_

Dates(s) of occurrence: November 23, 2022 - Present

Local Authority in which complaint originates: District of Saanich

Please describe the nature and details of the complaint, including a timeline of relevant events and a description of the steps that you have already taken to resolve your concerns. You should include supporting documentation.

See Attached Sheets, Pages A-1 through A-4



Please identify the sections of the Rules of Professional Conduct or Code of Ethics, which are provided in sections 3 and 4 below, that you believe were contravened by the Association member(s).

See Attached Sheets, Pages A-5 and A-6

### SECTION 3 – RULES OF PROFESSIONAL CONDUCT

- Rule 1:** No Member of the Association shall engage in any unlawful activity in the performance of the Member's duties as a Building Official or in the Member's relationship with others as an employee, officer, business partner or business associate.
- Rule 2:** No Member shall be guilty of any serious and improper action in the performance of his or her duties that brings discredit and/or embarrassment to other members of the Association.
- Rule 3:** A Member must discharge all duties owed to the Member's employer, the province, other members of the profession and the public, honestly, impartially, competently and without interference or undue delay.
- Rule 4:** No Member shall disclose to others or use to further his or her personal interest confidential information acquired during his or her official duties.
- Rule 5:** A Member should demonstrate personal integrity and assist in maintaining the integrity of the profession.
- Rule 6:** A Member should observe these Rules of Professional Conduct in spirit as well as in letter.



## SECTION 4 – CODE OF ETHICS

- (1) The purpose of the Code of Ethics is to give general statements of the principles of ethical conduct in order that members may fulfill their duty to the public, the profession, and the members of the Association.
- (2) All members shall always act with fairness, courtesy, loyalty and good faith to their associates, employers, and the public. They shall uphold the values of truth, honesty and trustworthiness and shall strive to safeguard human life and welfare and the environment in the performance of their professional duties. In keeping with these basic principles, members shall:
  - (a) hold paramount the safety, health and welfare of the public, protection of the environment and promotion of health and safety.
  - (b) uphold and advance the integrity, honor, and dignity of the Association.
  - (c) strive to increase public awareness regarding the Association.
  - (d) endeavor to extend public knowledge and appreciation of the relevance and importance of building regulations.
  - (e) enhance the reputation of the Association by meeting high standards of public service.
  - (f) provide impartial, courteous, fair, efficient, and effective service to the public.
  - (g) keep themselves informed and up to date on current practices, to maintain their level of competence, strive to advance the body of knowledge under which they practice, and provide and take opportunities for the professional development of themselves and their associates.
  - (h) conduct themselves in a manner which promotes the dignity and integrity of the Association.
  - (i) maintain devotion to high ideals of personal honor and professional integrity.

Please describe the outcome(s) you are hoping to achieve by submitting a complaint to the Association.

See Attached Sheets, Page A-7



## SECTION 5 – FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY

This information is collected by the Building Officials' Association of British Columbia under 26(c) of the Freedom of Information and Protection of Privacy Act (FOIPPA) and will be used to administer complaints and disciplinary processes in accordance with the Building Officials' Association Act. Should you have any questions about the collection of this personal information please contact the Executive Director of the Association [info@boabc.org](mailto:info@boabc.org) or 604-270-9516.

The Association is committed to administering a fair and transparent complaints process. The Complaints Committee is asking for your permission to identify you as the complainant to the respondent and other parties during the investigation of your complaint. Choosing to keep your identity confidential may affect the Association's ability to effectively investigate your complaint.

I, Christopher David Caddell, hereby allow the Association to identify me as the complainant during its review and investigation of the complaint that I have submitted to the Association.

Signature: *Christopher D Caddell*

Printed Name: Christopher David Caddell

## SECTION 6 – DECLARATION

I declare that the information provided on this form or submitted in support of my complaint is true and correct to the best of my knowledge and I have reviewed and understand how the information I provide to the Association will be managed and used.

Signature of Complainant: *Christopher D Caddell*

Date of Signature: December 9, 2025

*Please submit your complaint by email:*

This form must be completed as a whole and supported with other relevant documentation if available. The form and supporting information should be submitted by email at [info@boabc.org](mailto:info@boabc.org).



## BOABC COMPLAINT SUBMISSION FORM ATTACHED SHEETS

**Complaint Against:** Roy Thomassen, RBO, ACBOA - Manager of Inspection Services  
Dennis Mirabelli - Senior Building Official  
District of Saanich

**Complainant:** Christopher David Caddell  
**Email:** saanichbylawreform@gmail.com

Page	Form Section	Content
A-1	Section 2	Narrative (Part 1)
A-2	Section 2	Narrative (Part 2)
A-3	Section 2	Timeline
A-4	Section 2	Steps / Pattern
A-5	Section 3	Rules Violations
A-6	Section 4	Ethics Violations
A-7	Section 5	Outcomes
A-8	Section 2	List of Supporting Submissions

## SECTION 2: DETAILS OF COMPLAINT - NARRATIVE (Part 1)

### SUMMARY

This complaint alleges serious violations of the BOABC Code of Ethics and Rules of Professional Conduct by Roy Thomassen and Dennis Mirabelli arising from enforcement at 938 Ambassador Avenue (Saanich File 328898) and systematic misconduct across 16 properties.

#### Core Allegations:

- 1. Unlawful Delegation:** Respondents permitted unqualified Bylaw Enforcement Officers (Greg Nelson and Robert Carrie) to make Building Code determinations in violation of Building Act s.10(2) and s.10(3).
- 2. Discredited Methodology:** Respondents employed visual observation methodology rejected by Justice Kevin Loo in *Kinney v. District of Saanich*, 2025 BCSC 1132.
- 3. Systematic Pattern:** 16 properties received Section 57 notices using same flawed methodology.

### BACKGROUND

The Complainant owns 938 Ambassador Avenue. On November 23, 2022, Saanich received a complaint from Cameron Bremner following personal disputes. Rather than following Bylaw Enforcement Policy, officers proceeded with aggressive enforcement.

### INITIAL ENFORCEMENT

November 28, 2022: BEO Robert Carrie documented that Complainant 'appeared under influence of narcotics' based on ADHD-related eye twitch. This justified police attendance at all interactions.

May 2023: When property listed for sale, internal communications show enforcement accelerated: 'Mr. Caddell has put the house up for sale and as a result we would like to move on the warrant ASAP.'

## SECTION 2: DETAILS OF COMPLAINT - NARRATIVE (Part 2)

### JULY 12, 2023 WARRANT EXECUTION

Personnel: Roy Thomassen (BOABC), Dennis Mirabelli (BOABC), Greg Nelson (NOT BOABC), Dean Ridley, locksmiths, police.

During execution, officers pushed door causing injury to occupant. Inspection exceeded jurisdiction (electrical systems). Greg Nelson participated in Building Code determinations despite lacking qualification.

### POST-INSPECTION

July 19, 2023: Thomassen emailed documenting visual findings.

July 21, 2023: Report to Crown Counsel - 9 charges.

July 26, 2023: Nelson (unqualified) issued Building Bylaw violation letter.

October 31, 2023: Thomassen authored Report 161050 recommending Section 57.

November 20, 2023: Council approved without owner hearing.

December 6, 2023: Section 57 filed on title.

### BUILDING ACT VIOLATIONS

**Section 10(2):** *'A local authority must not allow...a person to decide...unless...a qualified building official.'*

**Section 10(3):** *'A person must not decide on behalf of a local authority...unless...a qualified building official.'*

Greg Nelson and Robert Carrie made Building Code determinations without BOABC certification. Thomassen and Mirabelli violated s.10(2) by permitting this.

## SECTION 2: TIMELINE

Date	Event
Nov 23, 2022	Initial complaint received
Nov 28, 2022	BEO documents 'drug use' observations
Dec 5, 2022	Ridley directs scheduling with Building Official
Jan-Feb 2023	Inspection notices; police attendance
May 12, 2023	File transferred to Nelson
May 25, 2023	Warrant accelerated for sale
Jun-Jul 2023	Entry warrants issued
Jul 12, 2023	Warrant executed; occupant injured
Jul 19, 2023	Thomassen documents findings
Jul 21, 2023	Report to Crown - 9 charges
Jul 26, 2023	Nelson issues violation letter
Oct 31, 2023	Report 161050 - Section 57
Nov 20, 2023	Council approves (no hearing)
Dec 6, 2023	Section 57 filed on title
Jun 18, 2025	Kinney rejects methodology

## SECTION 2: STEPS TAKEN / PATTERN EVIDENCE

### STEPS TAKEN

1. FOI requests (2022-2023) - confirmed pattern.
2. Complaints to CAO Reems - 'no wrongdoing'.
3. BC Human Rights Tribunal (CS-009036) - active.
4. Civil Litigation (Caddell v. Giam et al.) - active.
5. BC Lobbyists Registry Complaint - under investigation.

### KINNEY v. SAANICH

June 18, 2025: Justice Loo rejected Thomassen's visual observation methodology as insufficient. Same methodology used at 938 Ambassador and 16 Section 57 properties.

### 16 SECTION 57 PROPERTIES

Property	Date
938 Ambassador Ave	Oct 2023
3838 Epsom Dr	Oct 2023
4573 Prospect Lake Rd	Oct 2023
1206 Judge Pl	May 2022
5390 Old West Saanich Rd	May 2022
1090 Lodge Ave	Dec 2021
960 Lakeview Ave	Dec 2021
4029 Glanford Ave	Dec 2021
1396 Mt Douglas Cross Rd	Oct 2021
389 Obed Ave	Oct 2021
3979 Locarno Lane	Oct 2021
4037 Lakehill Pl	Sep 2021
+ 4 pre-2020 properties	

## **SECTION 3: RULES OF PROFESSIONAL CONDUCT VIOLATIONS**

### **RULE 1 - UNLAWFUL ACTIVITY**

Violated Building Act s.10(2) by allowing unqualified BEOs to make Building Code determinations.

### **RULE 2 - DISCREDIT**

Methodology rejected by BC Supreme Court brings discredit to profession.

### **RULE 3 - COMPETENCE**

(a) allowed unqualified personnel; (b) used legally insufficient methodology; (c) accelerated enforcement to interfere with sale.

### **RULE 5 - INTEGRITY**

Permitted BEOs to perform Building Official functions without qualifications.

### **RULE 6 - SPIRIT AND LETTER**

Systematic misconduct across 16 properties over 4 years.

## SECTION 4: CODE OF ETHICS VIOLATIONS

**(2)(a) - SAFETY:** Unqualified personnel making safety determinations.

**(2)(b) - INTEGRITY:** Judicial rejection damages profession's credibility.

**(2)(f) - FAIR SERVICE:** Visual observation without engineering; Section 57 without hearing.

**(2)(g) - COMPETENCE:** Continued using methodology found legally insufficient.

**(2)(h) - DIGNITY:** Pattern across 16 properties with aggressive tactics.

**(2)(i) - HONOR:** Systematic use of unqualified personnel.

## **SECTION 5: OUTCOMES AND REMEDIES SOUGHT**

- 1. INVESTIGATION** - Full investigation into 938 Ambassador and 16 properties.
- 2. METHODOLOGY REVIEW** - Determine compliance with standards post-Kinney.
- 3. QUALIFICATION COMPLIANCE** - Assess supervision of unqualified personnel.
- 4. FORMAL REPRIMAND** - To both Respondents.
- 5. PROFESSIONAL DEVELOPMENT** - Mandatory ethics and Building Act training.
- 6. REGISTRAR REFERRAL** - For administrative penalties.
- 7. MEMBER GUIDANCE** - On Building Act s.10 requirements.
- 8. SYSTEMIC RECOMMENDATIONS** - Publish findings for other local governments.

**END OF ATTACHED SHEETS**

## SECTION 2: LIST OF SUPPORTING SUBMISSIONS

The following documents are submitted in support of this complaint:

#	Document Description	Date	Reference
1	Report to Crown Counsel	Jul 21, 2023	1_45_-_Saanich_-_Report_to_Crown...
2	Entry Warrant (Issued)	Jul 6, 2023	235170_Entry_Warrant_issued.pdf
3	Sworn Information for Warrant	Jun 2023	SWORN_INFO.pdf
4	Section 57 Notice Report (161050)	Oct 31, 2023	31OCT2023_Report_161050_Section_...
5	Notice of Entry (Feb 8, 2023)	Feb 8, 2023	Notice_of_Entry__08FEB23.pdf
6	Greg Nelson Statement	2023	Greg_Nelson_Statement.pdf
7	Bremner Statement (Initial Complaint)	Dec 1, 2022	2022_DEC_01_Bremner_Statement.pdf
8	Roy Thomassen BOABC Membership	Current	Roy_Thomassen_BCBOA_Membership.pdf
9	Kinney v. Saanich, 2025 BCSC 1132	Jun 18, 2025	Justice_Loo_...Kinney_06-18.pdf
10	FOI Response - Bylaw Enforcement File	2023	FOI_202305_Bylaw_Enforcement_FNL...
11	Internal Email - Warrant Acceleration	May 25, 2023	1_32__EF_Dean_Ridley_Saanich...
12	Bylaw Enforcement Policy	Sep 17, 2018	1_4__Council_Policy__Bylaw_Enfor...
13	HRT Complaint (CS-009036)	2024-2025	04042025_CS009036_HRT_Amended...
14	Land Title Search - 938 Ambassador	Current	LandTitle_938Ambassador.pdf
15	Section 57 Filing on Title	Dec 6, 2023	1_67__BC_Land_Title__Survey__Loc...
16	16 Properties Section 57 Analysis	2021-2023	Compiled from FOI records
17	Bylaw Expansion Report (Council)	Feb 2021	Bylaw_expansion_Report_Feb_2021.pdf
18	Notice of Civil Claim	Nov 27, 2023	2023_11_27_FILED_NOCC_Caddell...
19	Defendants' List of Documents	Jul 11, 2025	1_0_2025_07_11_Defendants_List...

**Note:** Complete copies of all referenced documents are available upon request. Documents obtained through Freedom of Information requests are referenced by FOI file number. Item #16 is a compiled analysis from multiple FOI records.