



CANADIAN CUSTOMER  
SERVICE ASSOCIATION

## CANADIAN CUSTOMER SERVICE ASSOCIATION

### A PROFESSIONAL NOT-FOR-PROFIT SOCIETY

established under the provisions of the  
Province of British Columbia Registry Services  
BC Societies registration number S0067393

### GENERAL BY LAW

#### SECTION 1: INTERPRETATION AND DEFINITIONS

##### 1.01 Definitions.

In this by-law the context otherwise requires:

“**Association**” or “**CCSA**” means the Canadian Customer Service Association, in the English form of its name, and Association Canadienne du Service à la Clientèle, in the French form of its name, continued under the Act;

“**Code of Conduct**” means the Code of Conduct for Board Directors, Committee Members and Officers, the Code of Conduct for Volunteers, the Code of Conduct for Members of Adjudicative Committees and the Code of Conduct for Employees;

“**Code of Ethics**” means the CCSA code of ethics for Members and Students that forms part of the Rules of Professional Conduct;

“**CPD Guidelines**” means the CPD Guidelines created by the Association as amended from time to time;

“**Days**” means calendar days and includes the last day but not the first day. If a prescribed day falls on a statutory holiday or a weekend, the next following business day is the relevant day;

“**Designated Member**” means a Member who was been granted a designation by the Association;

“**Member**” means a Member of the Association;

“**Professional Misconduct**” means conduct inconsistent with the Act, this By-law, the Rules of Professional Conduct or the Standards and Guidelines of Practice that poses or may pose a risk of harm or loss to any person;

**“Retired Member”** means a Member who is no longer practising in customer service on a fulltime, part-time, infrequent or voluntary basis;

**“Rules of Professional Conduct”** means the Rules of Professional Conduct for Members and includes the CCSA Code of Ethics; and

**“Standards and Guidelines of Practice”** means the Standards and Guidelines of Practice for Members.

**“Student”** means an individual or a registrant of CCSA who meets all of the criteria for membership in the Association and who, in addition, is enrolled in CCSA-approved courses on a full-time or part-time basis.

## **1.02 Gender and Case.**

Words importing the singular number include the plural and vice versa; words importing gender include all genders; and references to persons may include individuals, corporations, partnerships, trusts and unincorporated organizations.

## **SECTION 2: CORPORATE OFFICE, SEAL AND ASSOCIATION YEARS:**

### **2.01 Registered Office.**

The registered office of the Association shall be located in the City of Vancouver, British Columbia.

### **2.02 Seal.**

The seal of the Association shall be in such form as may determine and shall contain the words “Canadian Customer Service Association/Association Canadienne du Service à la Clientèle”.

### **2.03 Membership Year.**

The Association’s “Membership Year” shall be from 1 June in one year to 31 May in the year following.

### **2.04 Fiscal Year.**

The Association’s “Fiscal Year” shall be from 1 December in one year to 30 November in the year following.

### **2.05 Surplus Assets.**

Any surplus obtained from carrying on the business of the Association shall be devoted to and applied towards promoting and carrying out its objects in accordance with the Act and the By-laws and shall not be divided among the Members.

## **SECTION 3: COMPLIANCE WITH ACT, BY-LAWS, RULES OF PROFESSIONAL CONDUCT, AND PROFESSIONAL GUIDANCE**

### **3.01 Obligation of Members, Students and Firms to Abide and Attest.**

All Members, Students, and Firms shall as a condition of initial registration with CCSA and as a condition of any subsequent renewal of registration with CCSA agree to abide by the Act, the Bylaws of the Association, the CCSA Rules of Professional Conduct, and any other professional guidance issued or amended from time to time by the Association.

This agreement shall be in the form of a written attestation using the form prescribed for that purpose.

### **3.02 Failure to Comply.**

Initial applicants shall not be considered members unless the written attestation has been completed.

Members who fail to complete the written attestation upon renewal of their registration have failed one of the requirements for continued membership in the Association and the Registrar shall give the Member notice of intention to suspend the Member and any designation that the Association has granted the Member for failure to complete the written attestation 30 Days after notice is given pursuant to s. 7.01.

If the Member does not complete the written attestation that was set out in the notice within 30 days after notice is given the Registrar:

- (1) shall suspend the Member and any designation that the Association has granted the Member;
- (2) shall give the Member notice of intention to revoke the Member; and
- (3) may revoke the Member and any designation that the Association has granted the Member for failure to complete the written attestation 30 Days after the notice to revoke is given.

A Member whose membership is revoked for failure to complete the written attestation must reapply as a new applicant and meet all of the current registration requirements for membership in the Association in order to be granted membership after his or her revocation.

## **SECTION 4: MEMBERSHIP**

### **4.01. Requirements and Qualifications for Membership.**

The Registrar shall grant Membership to every individual who applies in accordance with s. 4.05 of the By-laws and who:

- (a) is of apparent good character;
- (b) has met the criteria for the class of Membership to which the individual has applied;
- (c) has agreed to abide by the Rules of Professional Conduct, the Standards and Guidelines of Practice, the Code of Conduct and any other criteria as established by the Board, as applicable;
- (d) has paid all applicable Membership dues.

Provided that an applicant's application for Membership is complete and accurate, and that the applicant has met the criteria listed above, the Registrar shall grant Membership to the applicant in the appropriate class of Membership.

Once admitted to a given class of Membership, Members must continue to meet the criteria for Membership in that class to remain in that class of Membership. However, Members who cease to meet the criteria for one class of Membership may meet the criteria for another class of Membership.

#### **4.02 Professional Member:**

Professional members are individuals who currently hold their Certified Professional in Customer Service designation and be in compliance with the re-certification / ongoing professional development requirements of CCSA in order to maintain the CPCS designation.

#### **4.03 Associate Member:**

Associate members are those individuals who are employed in a primary capacity (50% or more of the time) in a CS functional area and may be actively engaged in obtaining the CPCS designation.

#### **4.04 General Member:**

General members are those who are involved in CS in some capacity, e.g. line manager, supervisor or Academic, and who has an interest in the profession. This category of membership would be for those who do not practice CS in a primary capacity (50% or more of the time).

#### **4.05 Application for Membership:**

All applicants for Membership in the Association shall submit complete and accurate application documents, and shall pay all required fees, including:

- (a) completing and signing the Membership application form indicating that the applicant has read and understood all terms and conditions of Membership in the Association;
- (b) completing and signing the good character attestation form including the permission to request information from other professional regulatory bodies that the applicant is currently a member of or has been a member of in the past; and
- (c) paying the fees relevant to his or her Membership class.

#### **4.06 Duties of Registrar.**

Upon submission of complete and accurate application documents, the Registrar shall:

- (a) register the applicant; or
- (b) refer the application to the registration committee.

#### **4.07 Referrals to the Registration Committee.**

The Registrar shall refer an application for registration to the registration committee if:

- (a) any of the information provided on the good character attestation form is unsatisfactory to the Registrar;
- (b) the Registrar is of the opinion that conditions or restrictions should be imposed in regards to Membership in the Association;
- (c) the Registrar is of the opinion that the applicant does not meet the criteria for registration for the category applied for; or
- (d) the Registrar is of the opinion that the applicant may for some reason be unsuitable for Membership in the Association.

#### **4.08 Notice to Applicant.**

If the Registrar refers an application to the registration committee, the Registrar shall give the applicant notice of the grounds for the referral and of the applicant's right to make written submissions to the registration committee.

#### **4.09 Restrictions or Conditions on Consent.**

If the Registrar is of the opinion that Membership should be granted to an applicant with restrictions or, conditions imposed and the applicant consents to the imposition thereof, the Registrar may do so with the approval of a panel of the registration committee selected by the chair of the committee for that purpose.

#### **4.10 Disclosure of Application File.**

The Registrar shall give an applicant for registration, at his or her request, all the information and a copy of each document the Association has that is relevant to the application.

#### **4.11 Membership Status.**

Members of the Association will have one of the following statuses:

- (a) active;
- (b) retired; or
- (c) suspended.

#### **4.12 Active Status.**

The status of active denotes that a Member is active and enjoys all the rights and privileges relating to their class of Membership.

#### **4.13 Retired Status.**

The status of retired denotes that a Member is no longer active in professional practice. Members with a retired status who have been granted a designation are no longer required to meet the continuing professional development requirement; however, these Members must indicate that they are retired when they use any designation or initials granted by CCSA recognized by CCSA by using (Retired) or (Ret.) after the designation or initials.

#### **4.14 Suspended Status.**

The status of suspended denotes that a Member has had his or her Membership rights and privileges temporarily suspended (subject to a Member's right to appeal the suspension under the Act).

#### **4.15 Good Standing.**

A Member shall be considered to be in good standing unless his or her Membership is suspended.

#### **4.16 Resignation by Member.**

A Member may resign at any time by delivering his or her written resignation in a form acceptable by CCSA to the Registrar or at the time specified in the resignation, whichever is later. Resignation terminates the Member's Membership in the Association.

#### **4.17 Resignation.**

A Member who resigns his or her Membership must re-apply as a new applicant and meet all of the current registration requirements for Membership in the Association in order to be granted Membership after his or her resignation.

#### **4.18 Effect of Resignation on Designation.**

- (a) If a Member resigns his or her Membership, that Member shall no longer hold a designation as set out in Section 10 or identify himself as a designation holder.
- (b) Re-applying for Membership after it has been resigned does not automatically re-grant a designation.
- (c) Members whose Membership was resigned and who re-apply for Membership have to meet all of the requirements in place at the time of application to be granted a designation.

#### **4.19 Revocation of Membership**

Subject to the Member's right to appeal under the Act, a Member's Membership is terminated upon revocation by the Association.

#### **4.20 Effect of Suspension, Revocation and Reinstatement on Designation.**

- (a) If a Member's Membership is suspended or revoked that Member shall no longer hold a designation as set out in Section 5 or identify themselves as a designation holder.
- (b) Reinstatement of Membership after it has been suspended or revoked does not automatically re-instate a designation.
- (c) Members whose Membership was revoked and who re-apply for Membership have to meet all of the requirements in place at the time of application to be granted a designation.

#### **4.21 Membership Fees.**

The Association shall determine the annual Membership fees and any exemptions from all or part of the Membership fees.

#### **4.22 Suspension and Revocation for Non-payment of Fees.**

If a Member fails to pay a fee that he or she is required to pay in accordance with the Act or the By-laws, the Registrar shall give the Member notice of intention to suspend the Member and any designation that the Association has granted the Member for failure to pay the fee 30 Days after notice is given.

If the Member does not pay the fee that was set out in the notice within 30 days after notice is given the Registrar:

- (a) shall suspend the Member and any designation that the Association has granted the Member; and
- (b) shall give the Member notice of intention to revoke the Member; and
- (c) may revoke the Member and any designation that the Association has granted the Member for failure to pay the fee 30 Days after the notice to revoke is given.

A Member whose Membership is revoked for non-payment of fees must re-apply as a new applicant and meet all of the current registration requirements for Membership in the Association in order to be granted Membership after his or her revocation.

#### **4.23 Reinstatement Following a Suspension Imposed under Section 4.22.**

A Member whose Membership has been suspended under section 4.22 who seeks reinstatement before revocation occurs must:

- (a) pay all fees the Member failed to pay;
- (b) pay any applicable late fees;
- (c) pay any applicable reinstatement fees; and
- (d) provide evidence of having completed the required Continuing Professional Development Activities, if applicable.

#### **4.24 Suspension for Other Reasons.**

The Association may, in its discretion, suspend the Membership of any Member who abuses the privileges of Membership by inappropriate use of the Membership directory or any other Association material, by inappropriate activities involving the solicitation of business or by breach of the Code of Conduct, Rules of Professional Conduct or Standards and Guidelines of Practice.

#### **4.25 Application for Reinstatement Following a Suspension Imposed under Section 4.24.**

An individual whose Membership has been suspended for reasons other than non-payment of fees may apply for reinstatement of his or her Membership in the manner and form approved by the Association.

An application for re-instatement must be made to:

- (a) the committee that imposed the suspension or revocation; or
- (b) the Board if the Board imposed the suspension or revocation.

## **SECTION 5: DESIGNATIONS AND HONOURARY TITLES**

### **5.01 Requirements for Designations and Honorary Titles.**

All applicants for a designation or honorary title shall satisfy the requirements and qualifications for Membership as set out in Sections 4.01 and 5.

### **5.02 Requirements for the Designation Certified Professional in Customer Service (CPCS) Designation.**

In order to be authorized to use the designation Certified Professional in Customer Service, members must meet all the following criteria:

1. Successful completion of the coursework prescribed by the Association or equivalent,
2. Successful completion of the knowledge exam prescribed by the Association;
3. Successful completion of the job ready program prescribed by the Association;
4. Successful completion of the jurisprudence exam prescribed by the Association; and
5. Continued compliance with the Continuing Professional Development requirement prescribed by the Association.

All of the requirements in this Section 5.02 are Non-exemptible except paragraph (3) (prescribed job ready program) which may be exempted for members with CS work experience deemed satisfactory by the Registrar.

## **SECTION 6: CONTINUING PROFESSIONAL DEVELOPMENT**

### **6.01 Principle of Continuing Professional Development.**

The main purpose of Continuing Professional Development (CPD) is to serve the public interest by fostering the maintenance and increase in knowledge, competence, skill and proficiency of CS professionals through CPD activities as an important and integral element of ongoing professional development.

### **6.02 CPD Committee.**

The CPD Committee is responsible for ensuring that Designated Members meet the CPD requirement for maintaining their designation as outlined in the Terms of Reference.

### **6.03 General Continuing Professional Development Requirements.**

Every Designated Member must:

- (a) Complete the prescribed number of CPD hours for their designation during each CPD Period.
- (b) Submit a CPD log, in accordance with the CPD Policy Guidelines, to the Registrar on or before the end date of their current CPD period.
- (c) Comply with the CPD audit requirement if selected.



#### **6.04 CPD Activities.**

CPD activities can be obtained from activities as outlined in the CPD Policy Guidelines.

#### **6.05 Pre-Approval not Required.**

CPD activities do not need to be pre-approved by CCSA but must further a Member's customer service skills as an CS professional.

#### **6.06 Maintaining Records.**

Members are required to maintain records of their CPD activities for their current CPD period and for a period of two years after a CPD log is due or submitted, whichever is later. Members do not need to submit the detailed documentation but must keep it for the required period in case the log is chosen for a CPD audit.

#### **6.07 CPD Log Submission.**

CPD logs should be submitted as per the CPD policy guidelines.

#### **6.08 Early Submission.**

Submission of a CPD Log prior to the end of a CPD Period date does not change the original or future CPD Periods.

#### **6.09 Failure to comply with the CPD requirement.**

If a Designated Member fails to submit a CPD log on or before the end date of their current CPD Period or fails to obtain the prescribed CPD hours, they shall be notified that:

- (a) Within 60 days of the end date of their current CPD Period, the Member's designation will be suspended if the CPD log remains outstanding and/or insufficient CPD hours have been obtained; and that
- (b) Within 60 days of the suspension of the Member's designation, the designation will be revoked if the CPD log remains outstanding and/or insufficient CPD hours have been obtained.

#### **6.10 Appeal of Suspension, Revocation.**

The Member can appeal the decision to suspend or revoke their designation due to failure to submit a CPD log on or before the end date of their current CPD Period or due to insufficient CPD hours having been obtained by filing a Request to Appeal Form with the Association within 30 days of receiving notification that their designation was suspended or revoked.

#### **6.11 Suspension, Revocation on Hold During Appeal.**

If an appeal request is filed, the suspension or revocation will be placed on hold until a final decision has been adjudicated.

### **6.12 CPD Audit.**

To ensure the integrity and standard of professionalism reflected in the granting of the CPCS designation, CCSA will randomly, including by stratified random sampling, audit CPD submissions annually.

### **6.13 Compliance with Audit Requirement.**

Designated Members selected for the audit shall respond and supply information as requested by the CPD committee and within the time frame set out in the audit notification.

### **6.14 Requests for Additional Information and/or additional CPD Activities.**

The CPD committee upon reviewing the CPD logs of those Members selected for an audit may make requests for additional information and/or submission and proof of additional activities. All requests for additional information and/or submission and proof of additional activities will include detailed instructions as to the additional information and/or additional activities being sought, as well as provide a timeline for compliance with the request.

### **6.15 Disallowance of CPD Activities.**

The committee may disallow some of the claimed CPD activities if:

- (a) Supporting documentation is missing or insufficient;
- (b) The activity is outside the scope of acceptable CPD activities; and/or
- (c) The hours claimed are greater than what can be logged as per the CPD policy guidelines.

### **6.16 Appeal of Suspension, Revocation.**

The Member can appeal the decision to suspend or revoke their designation due to failure to comply with the audit requirement or failure to comply with a request for additional information and /or submission and proof of additional CPD activities by filing a Request to Appeal Form with the Association within 30 days of receiving notification that their designation was suspended or revoked.

### **6.17 Failure to comply with Audit Requirement.**

If a Designated Member fails to comply with the CPD audit requirement or a request by the CPD Committee for additional information and/or submission and proof of additional CPD activities:

- (a) Within 60 days of the submission deadline outlined in the audit notification, or the request for additional information and/or additional activities, the Member's designation will be suspended if the requested information as outlined in the audit notification or the request for additional information and/or submission and proof of additional activities remains outstanding; and
- (b) Within 60 days of the suspension of the Member's designation, the designation will be revoked if the requested information as outlined in the audit notification or the request for additional information and/or submission and proof of additional activities remains outstanding.

### **6.18 Extensions.**

A Designated Member may request an extension to their CPD Period in accordance with the prescribed CPD Extension Policy.

### **6.19 Failure to Submit by Extension Deadline.**

If a Designated Member does not submit the required CPD hours by their extension deadline they will be subject to the failure to comply with the CPD requirement process as per Section 6.09.

### **6.20 Denial of Extension Request, Appeal.**

If an extension request is denied, the Designated Member can appeal the decision by filing a Request to Appeal Form with the Association within 30 days of receiving the decision.

### **6.21 Reinstatement, Active Members within Two Years of Revocation per s. 6.09.**

A Member whose designation has been revoked per s. 6.09 may reinstate their designation by submitting the outstanding CPD log as well as supporting documentation for each activity listed in the log if submitted within two years of the revocation date. The log will be audited by the CPD committee.

### **6.22 Reinstatement, Active Members After Two Years of Revocation per s. 6.09.**

A Member whose designation has been revoked per s. 6.09 for more than two years may reachieve the designation by meeting all of the requirements in place at the time of application. **6.23 Reinstatement, Active Members within Two Year of Revocation per s. 6.17**

A Member whose designation has been revoked per s. 6.17 may reinstate their designation by completing the audit process if submitted within two years of the revocation date.

### **6.24 Reinstatement, Active Members After Two Years of Revocation for Non-Compliance with the CPD Audit.**

A Member whose designation has been revoked per s. 6.17 for more than two years may reachieve the designation by meeting all of the requirements in place at the time of application.

## **SECTION 7: NOTICE**

### **7.01 Method of Notice.**

Except where otherwise provided in this By-law, notice (and the service of documents) shall be validly given if given by telephone, or if in writing:

- (a) by prepaid letter post, if addressed to a person at the person's last known address;
- (b) by facsimile if sent to a person at the person's last known facsimile number;
- (c) by e-mail if addressed to a person at the person's last known e-mail address; or

(d) by another electronic method addressed to the person for whom intended at the last address shown on the Association's records; or in lieu of the foregoing:

(e) by posting such notice on the website maintained by the Association

Any such notice (or service of documents) shall be deemed given:

(a) in the case of telephonic notice, at the time of the telephone call;

(b) in the case of letter post, on the third Day after mailing;

(c) in the case of posting on the website, on the Day of posting; and

(d) in all other cases, when transmitted.

### **7.02 Computation of Time.**

In computing the date when notice (or service of documents) must be given under any provision of the By-laws requiring a specified number of Days' notice of any meeting or other event, the date of giving the notice is, unless otherwise provided, not included.

### **7.03 Omissions and Errors.**

The accidental omission to give notice of any meeting of the Association, a committee or Members or the non-receipt of any notice by any Member, Director or committee Member or any error in any notice not affecting its substance does not invalidate any resolution passed or any proceedings taken at the meeting. Any Member, Director or committee Member may at any time waive notice of any meeting and may ratify and approve any or all proceedings taken thereat.

## **SECTION 8: BY-LAW AMENDMENTS**

### **8.01 By-law Amendments.**

By-laws of the Association may be enacted, repealed, amended, altered, added to or re-enacted in the manner contemplated in, and subject to the provisions of, the Act.

## **SECTION 9: EFFECTIVE DATE**

### **9.01 Effective Date**

This By-law shall come into force and will be effective immediately after it has been posted to the Association's website.

Posted to website: August 22, 2017