

Christian Senior Citizens Home Association

Policy Name:	Complaint Policy
Contact Officer:	Susan Hoekstra, 519-352-0053
Date Approved by Board of Directors:	October 30 th , 2002
Date Approved by General Membership	N/A
Date Certified:	N/A

Reference:

Social Housing Reform Act 2000, sect 113, subsection 6-8

Responding to Tenant Complaints about other Tenants:

Tenant Resolution:

1. All tenant complaints about other tenants in the Christian Senior Citizens Home will be reviewed by the Superintendent.
2. All tenants will be encouraged to provide the complaint in writing by using the Tenant Complaint form
3. The Superintendent will make an assessment of whether the complaint is legitimate.
4. If abuse, violence, or illegal activities are involved, the tenant should call the police directly.
5. If the complaint is not being pursued further, specific reasons must be documented.
6. If there are minor disturbances or disputes between tenants, the tenants will be encouraged to find a solution to the problem themselves first.
7. If the complaint is resolved, the Superintendent will document the solution in both tenant's files.
8. If the problem cannot be resolved between the tenants, the Superintendent will:

Management Resolution:

9. The Superintendent will speak to the tenant being complained about, prepare a written report, and speak to any witnesses or neighbours regarding the incident.
10. The matter will then be referred to the Board who will appoint qualified directors to take over responsibility.
11. The appointed Directors will bring the tenants together and facilitate open respectful communication between the tenants in a neutral setting.
12. If tenants are not willing to come together to discuss the problem, the Directors will act as a go between and meet with each tenant separately.
13. The Directors will follow-up with letters to each tenant describing the problem, what was discussed; the resolution and consequences should this same problem reoccur.
14. If the incident is serious enough to constitute grounds for eviction, the Directors will ensure that the tenant the complaint is brought against is notified in writing about the finding of the investigation, the evidence collected to support the complaint and the Christian Senior Citizens Home's intention to being eviction procedures if the problem is not rectified.

Documentation:

15. All complaints will be logged and all conversations and actions will be noted on the files of the tenants making the complaint and the tenant the complaint is about.

Christian Senior Citizens Home Association

16. On a monthly basis, a report will be made to the Board outlining the general nature of the complaints received and the progress toward resolution.
17. It is important to protect the privacy of all persons involved in a complaint.

The Right of Appeal:

18. Tenants who have reason to believe an investigation has not been conducted properly and according to these procedures can appeal the findings to the Board of Directors.

Responding to Complaints about Management and Administration:

1. Any tenant who feels he/she has a complaint against management may contact the Superintendent or the President to discuss the concern.
2. If this does not resolve the complaint, the tenant should put the complaint in writing and forward it to the Superintendent or President who will then meet with the tenant within five business days to discuss the matter. All conversations will be documented.
3. If the matter is still not resolved, the President will forward the complaint to the appropriate committee of the Board of Directors.
4. The appropriate committee will receive the complaint within thirty-one days of the receipt. The complaint will then be presented to the Board at the next Board meeting, along with the committee's recommendation for action.
5. The Board will respond to the tenant of their decision in writing.

Christian Senior Citizens Home Association

Tenant's Complaint Record

The Christian Senior Citizen's Home provided this form to tenants who have complaints about a neighbour and who would like a convenient place to make a record of what is happening. A letter with similar information is also fine if you would prefer to give us the information in that way.

Point for is fine. Give lots of detail

Were the police called? Were the other witnesses? Was there any damage to your property? The Christian Senior Citizen's Home property? Anyone else's property? Was anyone hurt in any way? What, as close as you can remember was said?

Date	Time	Describe What Happened?