

New Beginnings Non – Profit Housing

Policy Name:	Complaint Policy
Contact Officer:	Marwick Property Management, 519-351-6881
Date Approved by Board of Directors:	October 8 th , 2002
Date Approved by General Membership	N/A
Date Certified:	N/A

Reference:

Social Housing Reform Act 2000, subsection 113(6-8)

Policy:

For any tenant complaint, the following procedure will be followed:

1. The tenant must submit the complaint in writing to the Property Manager
2. If the tenant wishes to appeal the decision of the Property Managers to the Board of Directors:
 - a. The tenant must write a letter to the board, mark the envelope "Confidential", and forward the letter to:

The Board of Directors of the New Beginnings Non Profit-Housing
C/o Marwick Property Management
392 Park Ave
East Suit 108
Chatham, Ontario
N7M 5Y5
 - b. The property manager will forward the unopened letter to the President of the Board of Directors
 - c. The President will bring the letter to the full Board. The Board will decide the proper process for the resolution of the complaint and will be responsible to notify the tenant in writing, the outcome of the complaint.