

## Park Street United Wedgewood Place

<b>Policy Name:</b>	Complaint Policy
<b>Contact:</b>	Arnsby Limited, 519-455-6080
<b>Approved by Board of Directors:</b>	N/A
<b>Approved by General Membership:</b>	N/A
<b>Certified:</b>	October 30 <sup>th</sup> , 2002

### **Reference:**

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

### **Background:**

Differences of opinion occur from time to time between the housing provider and the housing provider's tenant and between tenants. It is in everyone's best interest to resolve these differences quickly and amicable if possible.

### **Policy:**

1. Tenant's complaint shall first be discussed with the provider's on site superintendent. If this meeting cannot resolve the problem the superintendent shall notify the property manager within two business days.
2. The property manager shall give the superintendent a verbal solution and the superintendent shall give this message to the tenant. If the tenant does not accept this solution the matter is referred to section 3.
3. Within two business days the superintendent brings the tenant's non acceptance of the solution to the property manager who will contact the tenant within two business days. If the matter is resolved the property manager sends a letter to the tenant stating the terms of the agreement if the tenant does not accept the resolution at this stage the matter does to section 4.
4. Within two business days the property manager discusses the matter with the chair of the Board who gives his opinion to the property manager.
5. Within two business days the property manager and the board chair meet with the tenant to discuss the matter. If it is not resolved it is taken to the Ontario Rental Housing Tribunal or other Local Authority. In any event a written explanation of the provider's position and reason for his/her decision if given to the tenant.