

## Ridgetown Community Estates (Non-Profit) Inc.

<b>Policy Name:</b>	Complaint Policy
<b>Contact Officer:</b>	Barbara Moss, 519-681-5774
<b>Date Approved by Board of Directors:</b>	N/A
<b>Date Approved by General Membership</b>	N/A
<b>Date Certified:</b>	N/A

### **Reference:**

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

### **Policy:**

The Complaint Policy is as follows:

- All complaints must be submitted in writing with no exceptions. If you have some information about a problem or a concern regarding something happening within your complex **you must put it in writing, ensure that you have signed it** and either drop it through the mail slot located to the right of the door going into the community centre or hand deliver it to the On-Site Manager at the office located in the community centre during office hours. Ensure that your complaint is in a sealed envelope.
- If you are having a problem with other tenants within the complex and wish to make a formal complaint **the complaint must be in writing, ensure that you have signed it, indicate your unit number** and either drop it through the mail slot or deliver it to the On-Site Manager at the office located in the community centre during office hours. Ensure that your complaint is in a sealed envelope.
- All written complaints will be addressed accordingly by the Property Manager. If the complaint is of a nature that requires a response, a written response will be given to the individual filing the complaint.
- If the response by the Property Manager to a formal complaint is not satisfactory to the individual filing the complaint, that individual has the right to appeal in writing to the Board of Directors of Ridgetown Community Estates (Non-Profit) Inc. The appeal is to be placed in a sealed envelope and addressed to the President of the Board of Directors. The appeal will be addressed at the next scheduled board meeting following receipt of the letter. A written response will be given to the individual that filed the appeal, within five (5) days following the meeting.
- **The decision of the Board of Directors is final.**
- Tenants are not allowed to contact any Director at their home to make verbal complaints; the above protocol must be followed in order to have a complaint resolved in an efficient and timely manner.
- Tenants are not to come to the office or call staff members to make **verbal complaints unless it is of an emergency nature, i.e. a flood, a fire, gas leaks etc.**