


Chatham-Kent Health & Family Services
Social Housing
Operations Policy and Procedure Manual

SUBJECT: Complaint Procedures		INDEX NO.: D.2.1
EFFECTIVE: November 01, 2002 REVISED: October 15, 2010	APPROVAL: 	

Policy:

All resident complaints will be addressed as quickly as possible and every effort will be made to resolve the concern to the satisfaction of all parties, applying existing policies and procedures in a fair and consistent manner.

Procedure:

1. Personal conflict between residents: It is recognized that residents may periodically experience minor conflicts with each other that would not normally require intervention by the landlord. Residents are encouraged to resolve these personal conflicts directly through discussion.
2. General complaints (eg. disturbances): Residents are advised to report general complaints to the on-site security tenant (where available) or to the designated supervisor at the Chatham-Kent Social Housing office.

Depending on the nature of the complaint, it will be determined how to effectively resolve the concern (i.e. verbal or written communication). For verification purposes, and to provide an immediate response, on-site security tenants should be contacted at the time of the reported incident.

A written complaint, detailing the concern, may be required, and must include any available supporting documentation (eg. witness statements, police incident reports, etc).

If the complaint results in initiation of eviction proceedings against an offending resident, the individual who lodged the complaint may be asked to voluntarily attend a hearing of the Landlord & Tenant Board in support of the landlord's application to terminate residency.

Complaint Procedures

3. Maintenance complaints: Residents who have complaints concerning disrepair or other maintenance-related issues are encouraged to -
 - complete the move-in inspection report provided during initial lease appointment
 - refer to the procedures outlined in their "*Tenant Information Package*" (i.e. report to security tenant or on-site building maintenance staff and/or contact the office and speak with designated building maintenance staff).
 - refer to "*Emergency Listing*" posted in lobby of all adult apartment buildings for designated contacts in case of emergency. Note: Residents of family units, where on-site security tenants are not available, are instructed to call the 24-hour emergency line (as listed in their "*Tenant Information Package*").

4. Other complaints: All other complaints should be reported to the CK Social Housing office. Once the problem is identified, the appropriate staff member will attempt to effectively resolve the concern. If a decision results that is subject to appeal, the "*internal appeal*" policy and procedures will apply.

5. Escalating complaints: If, after following the established complaint procedures, the resident wishes to complain to a higher management level, the contact information will be provided upon request.