

RIVERWAY NON-PROFIT HOUSING CORPORATION

RECEIVED
OCT 25 2011

POLICY & PROCEDURE #01

SUBJECT: RESIDENT'S COMPLAINT

Original Board Approval Date: December 17, 2003

Last Reviewed Date: September 28, 2011

Last Approved Revision Date: _____

Vice - President

Secretary/Treasurer

Date

1. All complaints will initially be handled by the Property Manager. If the matter is not dealt with to the satisfaction of the resident, the Property Manager will immediately inform the Board. The Board will evaluate all resident's complaints and render the appropriate decision and inform the resident in writing.
2. All resident's complaints must be submitted in writing fully outlining the nature of the complaint and reasons for further consideration.

RESIDENT GRIEVANCE/APPEAL FORM

Resident Name (s): _____

Address: _____

Telephone Number: _____ home _____ work

Nature of Grievance/Appeal:

Rent Neighbour Disturbance (s)

Personnel/Staff Corporation Policy

Other: _____

Description of Grievance (please be clear and concise - use back of form or additional pages if necessary). If appealing a previous decision by the Property Manager or Board of Directors, please detail reasons why this matter should be given further consideration:

Date Submitted

Signature of Resident

Signature of Resident

ACTION TAKEN BY PROPERTY MANAGER:

_____ Matter Resolved by: _____

_____ Referred to Board of Directors on: _____

Board/Decision:

