


Complaint Policy

Legion Villa: Corporal Harry Miner V.C. (Ont. 185) SC Corporation

Approved by the Board of Directors: October 7, 2002

Last review date: August 31, 2011

Last approved revision date: August 31, 2011

Signed by: 
President


Secretary

Aug 31/11
Date

Background:

1. All tenants have the right to complain if they feel that their individual rights are being infringed upon.

Process:

2. If a tenant wishes to register a complaint, the administrative staff should be advised of the problem verbally.
3. If the problem is not resolved, the tenant should register his/her complaint in writing. The complaint should be responded to in writing within thirty business days.
4. If the problem remains unresolved, then the tenant should forward his/her complaint in writing to the Board of Directors. An independent review committee will review the situation and respond within ten business days.
5. Should the problem remain unresolved, a written complaint should be forwarded to the Service Manager.