

## Ridge Marsh Manor

<b>Policy Name:</b>	Complaint Policy
<b>Contact Officer:</b>	Allen Ure, 519-674-5551
<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:**

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

### **Background:**

All residents 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 (e.g. Disturbances):** Residents are advised to report general complaints to the Board of Directors of Ridge Marsh Manor Inc.

Depending on the nature of the complaint, it will be determined how to effectively resolve the concern (i.e. verbal or written communications). For verification purposes, and to provide an immediate response, the Board of Directors should be contacted as soon as possible.

A written complaint, detailing the concern, may be required. And must include any available supporting documentation (e.g. 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 Ontario Rental Tribunal in support of the landlord's application to terminate residency.

### **Complaint Procedure**

3. **Maintenance Complaints:** Residents who have complaints concerning disrepair or other maintenance-related issues are encouraged to report them to the Board of Directors of Ridge Marsh Manor.
4. **Other Complaints:** All other complaints should be resolved to the Board of Directors. Once the problem is identified, an attempt to effectively resolve the concern will be initiated by the Board of Directors. 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.