

Wallaceburg Kinsmen Court Non Profit Housing

Policy Name:	Complaint Policy
Contact Officer:	Marwick Property Management, 519-351-6881
Date Approved by Board of Directors:	February 2 nd , 2004
Date Approved by General Membership	N/A
Date Certified:	N/A

Reference:

Social Housing Reform Act 2000, Sect 113 (6-8)

Procedure:

A tenant who has a complaint must follow the outlined procedure:

1. The tenant must submit the complaint in writing to the Property Manager.
2. If the tenant wishes to appeal the decision of the Property Manager to the Board of Directors
The tenant must:
 - a. write a letter to the Board
 - b. mark the envelope "CONFIDENTIAL"
 - c. forward the letter to: Board of Directors of Wallaceburg Kinsmen Court
c/o Marwick Property Management
392 Park Avenue East, Suite 108
Chatham, Ontario N7M 5Y5

The Property Manager will forward the unopened letter to the President of the Board of Directors.

The President of the Board will bring the matter to the full Board who will then decide the proper process for the resolution of the complaint, and will be responsible to notify the tenant of the outcome of the complaint in writing.