

CRC Self Help Inc.

RESIDENT COMPLAINT PROCESS

As part of a commitment to delivering quality services to residents, CRC Self Help will implement a transparent, accessible resident complaint process.

CRC Self Help expects that in the course of delivering services to residents there will be complaints made about these services or about the manner in which the services were delivered. CRC Self Help is committed to establishing processes to ensure these complaints are heard, the facts of the complaint established and where required, that remedial actions are undertaken.

The resident complaint process applies to all CRC Self Help residents. The resident complaint process is not intended to replace the normal interactions that will occur between residents and staff and is not intended to be used prior to an issue first being raised at a house meeting or to the Facilitative Housing Worker. Only when all attempts to resolve issues locally are exhausted should these residents seek remedies as outlined in this process.

The Facilitative Housing Worker is responsible and accountable for ensuring the physical repair of buildings and the health of their house communities. The Facilitative Housing Worker also has the authority and ability to decide the best solution for each circumstance. If the resident feels that the decision of the Facilitative Housing Worker is an unreasonable response on the part of CRC Self Help, they can appeal that decision to the CRC Self Help Director of Operations, as per the process outlined below.

OBJECTIVES

The objectives of the resident complaint process are to:

Provide a simple process which is accessible to all;

- Provide a method for resolution of complaints about CRC Self Help services, harassment, or perceived inequity of treatment of residents by CRC Self Help;
- Provide a mechanism for review of management decisions that residents do not feel are reasonable, as per requirements of the *Social Housing Reform Act, 2000*;
- Ensure that all complaints are resolved in a timely fashion;
- Track and resolve complaints;
- Use the resolution of complaints as learning in the development of future policies and practices; and,

- Create a process that supports the normal management structures of CRC Self Help and respects the authority and accountability of CRC Self Help Facilitative Housing Workers.

DEFINITION OF A COMPLAINT

For the purposes of this process, complaints are generally defined as:

- Requests for maintenance to which CRC Self Help staff has not responded in a timely fashion (within standards set by CRC Self Help);
- Actions on tenancy-related matters to which CRC Self Help staff has not responded in a timely fashion (within standards set by CRC Self Help); and,
- Events and/or issues that may be an infringement on resident rights under legislation or CRC Self Help policies governing the conduct of staff and resident representatives, human rights and harassment.

RESIDENT COMPLAINT PROCESS

The resident complaint process is outlined below:

Resident informs Facilitative Housing Worker of the specific complaint. Complaint can be made in person at the house, in writing, by telephone or by email.

The Facilitative Housing Worker will record the complaint. The housing worker will inform the Director of Operations within two business days of receiving the complaint. In the event a complaint cannot be satisfactorily resolved by the Facilitative Housing Worker, the resident can address the matter to the Director of Operations.

Staff responsible for responding to the complaint will respond within 10 working days of receipt. In the event the complaint cannot be resolved, staff will inform the resident of the anticipated time it will take to resolve the complaint.

In all cases, the resident will be informed of the outcome within 10 working days of the decision being made.

Complaints related directly to a Facilitative Housing Worker

Complaints about service delivery issues related directly to a Facilitative Housing Worker or a complaint related to human rights or harassment that involves a Facilitative Housing Worker can be filed with the Director of Operations. The Director of Operations will respond to the resident complaint within 10 working days of receiving the complaint.

PRINCIPLES

The resident complaint process has been developed based on these principles:

- CRC Self Help is responsible for ensuring that residents have the ability to raise a complaint through an open and accessible process and to have it addressed in a timely manner.
- Residents have the right to quality property management services in a

discrimination-free environment.

- Staff at the local level, building and/or community office, should have the opportunity to address a complaint about a service/decision they have applied.
- Facilitative Housing Workers are accountable for their houses and the decisions made within the houses and as such, are entitled to an opportunity to resolve or address the situation.
- Residents have the right to appeal a decision made by the Facilitative Housing Worker or CRC Self Help.
- Residents have the right to timely resolution of their complaint/appeal.
- Residents and staff will be informed of the process and the outcome of the complaint/appeal.
- Complaints and complaint resolution will be tracked and reported on, in line with other performance measures for the organization.

RESIDENT COMPLAINT FORM

Please use this form to report any incidents caused by behaviour of another resident or that guest that affected the reasonable enjoyment of the house.

Today's Date: _____

Resident's Name: _____ Phone: _____

Address: _____ Unit: _____

Date of Incident: _____ Time of Incident: _____

Please give details of the incident, include the person(s) involved and the nature of your complaint. If you need more space, please use back of form.

Please give details on how this incident affected you.

Pursuing complaints that relate to the *Residential Tenancies Act, 2006* could result in a hearing before the Landlord and Tenant Board. Are you willing to act as a witness at a hearing before the Board?

Yes

No

Resident's Signature

Date