

TENANT COMPLAINT PROCEDURES

You may find yourself in the position where you want to report a complaint. Your complaint could be against another tenant or the guest of a tenant. You may also have a complaint about an employee of the society.

Tenant Has a Complaint About Another Tenant

Each tenant needs to be respectful of the other residents in the building. We find that **noise complaints** are the most common issue between tenants. The best way to start dealing with this issue is to speak to the other tenant and let them know that their noise is bothering you. Most tenants can easily modify their behaviour to reduce noise. For example, using headphones to watch TV is a common solution, when hearing difficulties cause tenants to raise the volume to the point that neighbours are negatively affected.

If you have a complaint about another tenant, or their guest, that cannot be resolved by simply asking the tenant to change their behaviour, you need to document your complaint, in writing. The easiest way to do this is to use a society-provided Incident Report.

If you don't use the Incident Report, we need, in writing, the following information:

- Your name
- Your address
- Telephone number
- Date of the incident
- Time of the incident
- Description of the incident
- Identify any witness, if there were any.
- Description of how you handled the incident
- Your signature
- The date you are signing the report.

Once we have received a complaint we will:

- Acknowledge that we received your complaint
- Communicate with the person named as causing a problem/issue. We give that tenant the opportunity to provide their version of events and/or to see if a communication from us changes the behaviour.

If the tenant denies the allegations, and there is no way to prove otherwise, we put the responses in each tenant's files and take no further action.

If a second complaint is received, we communicate in writing stating that the tenancy may be in jeopardy if the behaviour/issue is not resolved.

If a third complaint is received we will use the dispute resolution processes under provisions of the *Residential Tenancy Act* to attempt to modify the behaviour or end the tenancy.

If at any time you believe the actions of another tenant are dangerous or appear to be a criminal activity, you should call the police.

Tenant Has a Complaint About A Society Staff Member

If you have a complaint about one of the Society's staff (caretakers, maintenance assistants or office staff) you can use the Incident Report and submit it to our office.

If you are not satisfied with the response you get from the staff person's supervisor, you can write to the Executive Director.

If you are not happy with the response from the Executive Director, you can write to the Chair of the Board of Directors. The Chair will determine the appropriate course of action, depending on the nature of the complaint.

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