

**Hastings County Community and Human Services
Hastings Local Housing Corporation
Administrative Policies and Procedures**

SUBJECT : Complaints Policy		
APPROVED BY : Hastings County Council		
POLICY #: H.L.H.C. 2		
ORIGINAL ISSUED	SUPERCEDES	CURRENT VERSION
May 2007	November 2012	March 2020

PURPOSE

To inform tenants residing in units directly managed by the Hastings Local Housing Corporation of the proper procedure for reporting complaints or concerns.

SCOPE

The policy applies to the units directly managed by the Hastings Local Housing Corporation.

REQUIREMENT

- A complaint form or letter must be submitted in writing to the appropriate Housing Staff;
- A complaint form or letter must include the tenants address and be signed by the tenant, not on behalf of a third party, in order for appropriate action to be taken;
- All information will be kept confidential, except as may be required by law;
- Complaint forms are available at the Housing Services office, and on the Hastings County website at www.hastingscounty.com;
- Anonymous complaints will be reviewed but may not be processed.

RESPONSIBILITY

Community & Human Services staff shall assist tenants with literacy issues in completing the Tenant Complaint Form and forward the complaint to the appropriate department. For example; if it's a maintenance issue, it will be directed to the Facilities department; if it's a waitlist/transfer complaint, it will be directed to Tenant Placement department; if it's a neighbourhood complaint, lease or policy question, it will be directed to the Property Supervisor. Property Supervisors will reply in writing to complaints directed to them.

COMMUNITY AND HUMAN SERVICES
Housing Services
Postal Bag 6300, 228 Church Street
Belleville, Ontario K8N 5E2



Phone: 613.966.1311
Fax: 613.966-4598
Toll Free: 1.800.267.0575

REFERENCES

Hastings Local Housing Corporation Administrative Policies

Municipal Freedom of Information and Protection of Privacy Act

Complaint Form

Please select the situation below that best describes the situation you wish to report:

Maintenance:

Issue with Neighbour:

Rent Charge:

Account Balance:

Other:

Completing this section will help us direct your complaint to the proper staff to assist you.

If this is a Maintenance issue:

Circle One

Did you call the Maintenance Department?

YES

NO

Do the Maintenance Staff or Contractor have permission
to enter your apartment if you are not home?

YES

NO

Briefly describe the problem:

(please print)

Tenant Name

Tenant Address

Tenant Phone #

Tenant Signature

Date