

Hastings County Community and Human Services
Housing Services
Administrative Policies and Procedures

SUBJECT : Complaints Policy		
APPROVED BY : County Council		
POLICY #: L.H.C. 2		
ORIGINAL ISSUED	SUPERCEDES	CURRENT VERSION
May 2007	November 2012	November 2016

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 your Property Supervisor
- A complaint form or letter must be signed by the tenant, not on behalf of a third party
- All information will be kept confidential
- Anonymous complaints **will not** be processed
- An address and signature must be on the complaint form in order to resolve concerns and take legal action if necessary
- Complaint forms are available at the Housing Programs office, from Property Supervisors and on the Hastings County website at www.hastingscounty.com

RESPONSIBILITY

Property Supervisors shall assist tenants with literacy issues in completing the Tenant's Complaint Form. Property Supervisors will assess the tenant complaint and take appropriate action, i.e. address the issue with the tenants involved, inform the police or take legal action if necessary. Property Supervisors must reply in writing to all correspondence received from tenants, including complaints. Property Supervisors may refer complaints to the Supervisor of Community Relations, if applicable.

REFERENCES

Hastings Local Housing Corporation Administrative Policies