

Policy

Subject: Complaints Policy

Policy Number: 2021-03

Effective Date: November 2, 2023

Approved by: NCHC Board of Directors

Reviewed by: NCHC General Manager

Purpose

Northumberland County Housing Corporation (“NCHC”) is committed to delivering quality services to its tenants and treating its tenants with dignity and respect. NCHC will attempt to resolve all tenant complaints in a fair and respectful manner, but cannot guarantee all complainants will be satisfied with the resolution.

Policy

This policy concerns complaints received from tenants of NCHC. Maintenance related issues are to be directed to the Facilities Administrative Assistant at 905-372-3329 ext. 2356.

NCHC staff will treat all complaints fairly and consistently. Each complaint will be addressed on a case-by-case basis.

NCHC agrees to:

- Acknowledge all complaints within 5 business days;
- Provide fair and respectful follow-ups and investigations with respect to complaints;
- Provide a clear rationale for all decisions;

-
- Work with all tenants to ensure that they are able to reasonably enjoy their unit; and
 - Adhere to the *Ontario Human Rights Code*, the NCHC Eviction Prevention Policies and Procedures, and other relevant legislation and policies when reviewing and responding to complaints

NCHC staff will keep all personal information confidential, in accordance with the *Municipal of Freedom and Information and Protection of Privacy Act* (MFIPPA).

Bullying

NCHC will not tolerate bullying of any kind, and NCHC may address substantiated incidents of bullying through various measures including an application to end the tenancy through the Landlord and Tenant Board.

Bullying can include, but is not limited to, the following:

- **Emotional** – Unfriendly behaviour, excluding, tormenting;
- **Physical** – Pushing, kicking, hitting, punching or any other use of violence;
- **Racist** – Racial taunts, graffiti, gestures;
- **Sexual** – Unwanted physical contact or sexually abusive comments;
- **Verbal** – Name calling, sarcasm, spreading rumors, teasing;
- **Discriminatory** – About disability, gender, age or other immutable characteristics.

Bullying may be carried out in person or by virtual means including via email, chat room, social networking, text messaging and/or calls.

Procedures

Where appropriate, tenants shall first attempt to resolve an issue through a respectful conversation with the involved party. If this does not resolve the issue, a formal complaint may be submitted to NCHC:

1. All tenant complaints must be received by NCHC in writing via mail or email and be documented using the relevant complaint form;
2. Tenant complaints must include the complete details relating to the complaint (i.e. name, address of the complainant, details including who, what, when and where the incident happened, and how it directly impacted the complainant);

In order for a complaint to be addressed, the complainant must demonstrate how the behaviour is impacting their reasonable enjoyment of their unit.

From time to time, housing caseworkers or other staff may be requested to act as a scribe for tenants who are unable to document their concerns. This should be a method of last resort, and where possible tenants should reach out to support services to assist. Tenants and those who scribed on their behalf will be required to sign all scribed statements.

Complaints relating to violence, concerns for safety, and/or child welfare should be made directly to the appropriate authority by the individual who has experienced or witnessed the incident.

All complaints that are related to the ongoing eligibility for another tenant's subsidy will be reviewed in accordance with NCHC Misrepresentation/Subsidy Eligibility Policy 2021-14.

NCHC staff will take appropriate actions related to each submitted complaint, but the complainant may not be informed of follow up activity under privacy laws.

Repealed Policy

N/A.



Legislative Authority

N/A.

If there are any questions, contact the Northumberland County Housing Corporation at 905-372-3329.