

# Lambton County Community Services Housing Services Department Policy and Procedure Manual

SUBJECT: Complaint Procedures		INDEX NO.: 1.015
EFFECTIVE: Jan. 1, 2001	APPROVED: Mar. 3, 2004	REVISED: 04/10/07

**Policy:**

The Complaint Policy and Procedure is intended to ensure complaints are resolved in an expedient manner. The Procedure allows residents a process to file complaints. The Policy also provides procedures to follow when receiving and/or responding to complaints from residents. This policy is not intended for issues which should be addressed under the Residential Tenancies Act, the Canada Cooperatives Act or the Housing Provider's Internal Review Procedure.

**Procedure:**

The correct procedure depends on the type of housing the resident occupies.

If the tenant pays rent directly to the Housing Services Department, County of Lambton, the tenant contacts his/her Property Manager. If the Property Manager does not resolve the complaint to the tenant's satisfaction, the tenant should contact the Housing Services Department Manager.

If the tenant pays rent to a Non-Profit Housing Provider, the tenant contacts his/her Property Manager. If the Property Manager does not resolve the complaint to the tenant's satisfaction the tenant should contact the Board of Directors. The County of Lambton may only intervene when the provider is in "breach" of legislation, regulations and/or operating agreement.

If the member pays a housing charge to a Co-operative Housing Provider, the member contacts the Co-ordinator and/or the appropriate committee. If unresolved, the issue may be referred to the Board of Directors. The County of Lambton may only intervene when the provider is in "breach" of legislation, regulations or an operating agreement.

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Responding to complaints:

Complaints received by the Housing Services Department will be forwarded to the appropriate Property Manager. Staff will obtain the necessary details and investigate the issue.

Complaints will be responded to within five working days. A complaint in writing must be responded to, in writing, and copies maintained in the tenant file. A record of all complaints will be maintained, including action taken.

If a complaint is received by a County Councillor, General Manager or other County of Lambton staff, it is relayed to the Housing Services Manager. If the complaint is regarding the Housing Services Manager, it is relayed to the Community Services General Manager.