

# CUSTOMER SERVICE – COMPLAINT PROCESS

What is a Complaint?

Who Can Make a Complaint?

How to File a Complaint

WINDSOR ESSEX



COMMUNITY HOUSING CORPORATION

Windsor Essex Community Housing Corporation (CHC) will investigate and resolve all genuine complaints and tenant issues within its means. We will make every reasonable effort to assist in resolving matters that arise within our communities. However, it is the responsibility of our tenants to act in accordance with their *Tenancy Agreement* and to attempt to resolve minor disputes prior to filing a formal complaint with Windsor Essex CHC.

## WHAT IS A COMPLAINT?

A complaint is when you tell us you are unhappy with a service we are responsible for; you are unhappy with the standard of service you receive from us; or you are unhappy because we have failed to do something we agreed to do.

## WHO CAN MAKE A COMPLAINT?

Anyone who is affected by our service is entitled to make a complaint. This includes: tenants, applicants for housing, anyone who undertakes business with Windsor Essex CHC, and homeowners in our neighbourhoods.

## HOW TO FILE A COMPLAINT

To file a formal complaint, you can:

- Visit [www.wechc.com](http://www.wechc.com) and submit the *Customer Service Inquiry Form* via email – you will be provided a tracking number for your reference.
- Call the *Customer Service Reporting Line* at 519-254-1681 and dial 3 or 3030 to leave a message detailing your complaints – we will return your call by the next business day.
- Write your concerns down and either mail or drop your letter in our mail slot at our Main Office at 945 McDougall Street:  
Attn: Corporate Services  
Windsor Essex CHC  
945 McDougall Street  
Windsor, Ontario N9A 1L9
- Email your concerns to [info@wechc.com](mailto:info@wechc.com) – we will acknowledge the receipt of your concerns by next business day.

### When resolving Complaints, CHC WILL:

- **Investigate** all serious tenant complaints about other tenants or CHC Staff.
- Make every reasonable effort to **help** resolve issues.
- Consider evicting tenants who, despite all efforts to resolve the problem, still unreasonably disturb, harass, or otherwise discriminate against other tenants.
- **Deal immediately** with tenants who behave violently towards other tenants or CHC Staff or otherwise threaten their safety or security.

### When resolving Complaints, CHC WILL NOT:

- Get involved in *minor disputes* or complaints based on rumours.
- Get involved in issues where CHC, as the Landlord, **has no authority** to deal with the complaint.
- Act on complaints **if they are discriminatory in themselves as outlined under legislation**. CHC will NOT tolerate acts of violence or discriminatory claims. If the complaint itself is a form of harassment, it will not be acted on.
- Consider evicting tenants if there is *limited documented evidence or no witnesses*.

## **Before Filing a Complaint, Please Ensure You Have...**

1. Spoken with the individual about the problem and tried to reach an agreement.
2. Contacted your Community Relations Worker (CRW) or District Manager (DM) to discuss the issues and possible solutions for the problem.
3. Contacted Customer Service at Windsor Essex CHC either at [info@wechc.com](mailto:info@wechc.com) or by phone.
4. Documented as much information about the incident as you can.

### **Please Note:**

The *CHC Complaint Form* requires significant detail, so keeping notes about incidents, including date, time, location and possible witnesses may prove useful if you decide to file a formal complaint.

## **If You Decide to File a Formal Complaint**

If you decide to file a formal complaint, complete the *CHC Complaint Form* and deliver it to your CRW or the CHC Main Office. A CHC representative will contact you to discuss the matter and provide updates where necessary.

As soon as we receive your complaint, it will be recorded and acknowledged by a CHC Representative from our Corporate Services Department within two working days. We will always attempt to resolve your complaint immediately, but some matters take time to investigate and resolve properly. A manager will investigate the complaint and will contact you within 10 business days to inform you of the result.

\* If you remain unhappy with the result that Windsor Essex CHC has determined, you can contact the following resources to discuss the matter further:

### **LEGAL ASSISTANCE OF WINDSOR/ESSEX COUNTY**

**Office Hours:** Monday thru Friday  
9:00am to 4:30pm

**Contact Info:** 85 Pitt Street  
Windsor, Ontario N9A 2V3  
519-256-7831

\* If you require assistance in filing a complaint of discrimination and harassment, even if it may not involve the Windsor Essex Community Housing Corporation, you may contact:

### **ONTARIO HUMAN RIGHTS COMMISSION**

**Office Hours:** Monday thru Friday  
8:30am to 4:30pm

**Contact Info:** 180 Dundas Street West 8<sup>th</sup> Floor  
Toronto, Ontario M7A 2R9  
1-800-387-9080

## **Keep in Mind**

Your neighbours have the right to live as they choose, as long as it does not lead to risks for the safety or security of other tenants or disturb other tenants.

All tenants must abide by the terms of their *Tenancy Agreement* and not damage CHC Property. CHC will only consider evicting a tenant if there is cause to do so under the *Residential Tenancies Act*. This must be proven at the Landlord and Tenant Board and requires the cooperation of tenants who are willing to testify. Without this cooperation, it is often difficult for CHC to deal effectively with the issue.



# CHC COMPLAINT FORM

Name:	Please Circle the Category below that best describes you:		
Address:	Tenant	Non-CHC Tenant	Member of an Organization
Contact Information (phone/email):	Trades person	CHC Staff member	Other

Have you contacted a CHC representative? If yes, please provide the name of the individual:

\_\_\_\_\_

Have you filed this complaint in any other format? (Phone, letter, email, meeting with CHC staff)

\_\_\_\_\_

Complaint Details
Please detail the complaint – include relevant dates, times, witness names, incident details, and how you are being affected by the situation.
Have you brought the complaint to the attention of those directly involved? Have any steps been taken to resolve this issue, either by you, CHC personnel, or the authorities?
Are you willing to appear at Tribunal to provide evidence in this matter? YES / NO Have authorities been involved? YES / NO If yes, please provide the Incident File or Report # and all details and supporting documentation.
What do you see as a possible solution to the problem? Is there a specific outcome you hope to reach?

**Privacy Notification and Consent**

Windsor Essex Community Housing Corporation collects and uses your personal information in accordance with our Privacy Policy, which is available upon request. We collect your personal information to administer your tenancy and use it solely for conducting business. We may share your personal information as may be necessary to carry out this administration. Failure to provide this information may affect CHC's ability to properly conduct investigations or administer tenancies. Information is collected by fair and lawful means. CHC hereby asserts that personal information will only be used for the following purposes: Delivery of Service, Quality Management, Research, or Meeting Legal or Regulatory Requirements.

You may access, change, or update your personal information at any time by contacting our office.

## INCIDENT REPORTING FORM

<b>Date of Incident</b>	<b>Time of Incident</b>	<b>Individuals Involved in Incident (names)</b>	<b>Details of Incident</b> – please include as much detail as possible. Attach additional documentation if necessary.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_