

Complaint Recording Form

Niagara Regional Housing (NRH) will investigate and resolve all genuine complaints and issues within our 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.

How to Record a Complaint

To record a complaint, complete the back of this form and:

- Mail or deliver it to NRH --
Niagara Regional Housing
Niagara Region Headquarters
Campbell East
1815 Sir Isaac Brock Way
(formerly 2201 St. David's Road)
PO Box 344, Thorold, ON L2V 3Z3

or

- Put it in the NRH drop box in your community --
Attention: Property Administrator

If you are a tenant and need help to complete this form please call your Community Programs Coordinator.

To file a Formal Complaint, please see the NRH Complaint Process Policy at www.nrh.ca or call 905-682-9201 ext. 3920.

When Resolving Complaints, NRH will:

- **Investigate** all serious complaints
- 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 NRH staff or otherwise threaten their safety or security

When Resolving Complaints, NRH will not:

- Get involved in rumours
- Get involved in minor disputes or complaints
- Act on a complaint if the complaint is discriminatory
- Get involved in issues where NRH, as the landlord, has no authority to deal with the complaint
- Consider evicting tenants if there is limited documented evidence or no witnesses

Complaint Recording Form

Date of Incident	Time of Incident	Name and Address of People Involved	Details of Incident -- please include how the incident has negatively affected you

Are you willing to appear at Tribunal to provide evidence in this matter? Yes No

Have authorities been involved, such a police, fire, etc.? Yes No

If yes, please provide the Incident File or Report Number and all the details and supporting documents.

Your name:

Your address:

Your phone and e-mail:

I, _____, declare that the information I have reported is truthful.

Signature:

Date:

Privacy Notification and Consent

Personal information contained in this form or in any attachments is collected by Niagara Regional Housing (NRH) in accordance with the *Freedom of Information and Protection of Privacy Act* or the *Municipal Freedom of Information and Protection of Privacy Act* and will be used only as set out in this form.

Please call 905-682-9201 if you need this information in a different format.