

BACKGROUND

During 2017, a group of eleven (11) local housing corporations enlisted the services of a law firm to develop a tenant complaint process that was open, transparent and consistent between housing corporations. The Greater Sudbury Housing Corporation (GSHC) modelled its tenant complaint process on the law firm's recommended model.

The tenant complaint process developed for the local housing corporations was not finalized and approved by the GSHC Board of Directors prior to the transition) to a quasi-independent operating model with Council as the Board of Directors.

This report seeks Council approval for the tenant complaint process which has been updated to reflect the City of Greater Sudbury Customer Service strategy timelines.

TENANT COMPLAINT PROCESS

As a reflection of the City of Greater Sudbury's vision, mission and core values, Greater Sudbury Housing Operations is committed to assisting tenants in a manner that reflects the City's customer service strategy and meets tenant expectations to deal with complaints in a respectful, safe and confidential manner. This process provides tenants with a clear path to make their concerns known.

Greater Sudbury Housing Operations (GSHO) will ensure that complaints and concerns are investigated and responded to effectively and appropriately. A complaint made will not result in retaliation towards the tenant or barriers to assistance, programs and services provided while living within any of the properties owned by the Greater Sudbury Housing Corporation. All employees and volunteers are responsible to adhere to this process and are committed to address all complaints in an effective and timely manner.

The Tenant Complaint Process applies to all tenants of the Greater Sudbury Housing Corporation. For the purposes of this process, a complaint is defined as an expression of dissatisfaction with a policy, decision, or procedure offered or made by GSHO.

The Tenant Complaint Process:

- Outlines the response guidelines for all verbal and written complaints or concerns received by Greater Sudbury Housing Operations while ensuring the process reflects the City's new customer service response standards, and
- Provides a transparent process for reporting and handling of complaints from tenants, staff and volunteers.

This tenant complaint policy is intended to document the procedures that the Housing Corporation will follow with respect to complaints made about its policies and services. If the tenant complaint is related to a decision as a result of the application of legislation contained in the Housing Services Act, 2011, (i.e. eligibility, unit size or the rent calculation) this tenant complaint process does not apply. It would be subject to a separate internal

review process under the rules and timelines outlined in legislation and local rules approved by Council and the Service Manager.

A copy of the proposed Tenant Complaint Process is attached as Appendix A for review and approval of Council as the Board of Directors

NEXT STEPS

If approved, the Tenant Complaint Process will be communicated to all tenants , tenant associations or tenant led groups of the Greater Sudbury Housing Corporation. Copies will be provided to all new tenants at lease signing, posted on bulletin boards within GSHC buildings, and available on the Sudbury Housing website.