



Title:

Housing Services Internal Policy-Department of Social Services-Complaints

Policy No.:

SL 007

Revisions:

August 25, 2015

March 16, 2017

Effective Date:

September 25, 2006

Applies to:

The policy and procedures contained in this document apply to tenants who lodge a complaint.



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Purpose of the policy

In order to ensure consistency in its dealings with their tenants who lodge a complaint, the Housing Services wish to establish the following procedure:

Housing Services Rules

1. If something is broken or does not function properly in your unit, please call Maintenance Services at 613-675-4661.
2. If you wish to lodge a complaint about work that has not been properly done in your unit, you must do so by writing to the Engineering and Building Services Manager at the following address: 59 Court Street, P. O. Box 304, L'Orignal ON K0B 1K0.
3. If you wish to lodge a complaint about a dog that barks constantly or goes on your property regularly, you can call the By-Law Officer in your municipality.
4. If you wish to lodge a complaint about unusual loud noises (loud music, etc.) that disturb you, you can call the By-Law Officer of your municipality.
5. If you wish to lodge a complaint that we can witness ourselves, please call the Community Relations Worker at 613-675-4661.
6. If you wish to lodge a complaint that we cannot witness ourselves, you must do so by writing to the Community Relations Worker of the Housing Services at the following address: 59 Court Street, P. O. Box 303, L'Orignal ON K0B 1K0.

Municipal By-Law Officers

Hawkesbury: 613-632-0106

Champlain: 613-678-3003

Rockland: 613-446-6022

Russell: 613-443-3066

Questions

If you have questions about this document, please contact your Housing Services Manager at the United Counties of Prescott and Russell.

APPROVED BY: _____

DATE: _____