

# Arbour Village Co-operative Homes Inc.

## Complaint Recording Form

Arbour Village Co-operative Homes Inc. Board 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 community. However, it is the responsibility of our members to act in accordance with their *Occupancy Agreement, the Co-op By-Laws* 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 drop into the office.

**Please DO NOT go to the staff and discuss your complaint.**

**Due to staff's time constraints - Verbal Complaints will not be dealt with by staff or the board.**

**The attached form must be completed**

### When Resolving Complaints, the Board will:

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

### When Resolving Complaints, the Board 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 the Co-op, as the provider, has no authority to deal with the complaint
- Consider evicting members if there is limited documented evidence or witnesses

# Arbour Village Co-operative Homes Inc.



Note: Before proceeding with this form, please ensure that you have read and followed the instruction on page 1. If you are unclear, contact the office for clarification.

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

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

Unit #: \_\_\_\_\_

Date of incident: \_\_\_\_\_

Time and location of incident: \_\_\_\_\_

Bylaw # breeched : \_\_\_\_\_

Brief description of incident: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What actions did you take to resolve the issue? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Were authorities such as Police or Fire Departments involved? If so, please provide the incident report or number: \_\_\_\_\_

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

Please note that by signing this form, you are agreeing that all statements in this report are true to the best of your knowledge. Submitting a false complaint may result in eviction. Privacy Notification and Consent: Personal information contained in this form or any attachments is collected by Southern Lights Co-operative Homes Inc. in accordance with the *Freedoms of Information and Protection of Privacy Act* or in the *Municipal Freedom of Information and Protection of Privacy Act* and will be used only as set out in this form.