



Title: Complaint Process		
Policy #: CR-8-1	Issued: March 2026	Page #: 1 of 4
Revised:		

1. Policy

- 1.1. This policy explains how tenants of Housing Durham properties can submit feedback, including complaints.
- 1.2. This policy does not cover maintenance requests and normal procedures for requesting service or maintenance to a unit or common space should be followed. This policy does cover if you have concerns about how your maintenance request was handled or if your maintenance issue remains unresolved.
- 1.3. Tenants who wish to raise concerns through the Residential Tenancies Act (RTA) and Landlord Tenant Board (LTB) process should do so, this policy does not replace that process.
- 1.4. Where the nature of a complaint involves conduct by members of the public that falls under the standards outlined in the Region of Durham's Public Code of Conduct, that Code may be applied in addition to the processes outlined in this policy.

2. Related Resources

- 2.1. [Housing Durham Feedback and Complaints Form](#)
- 2.2. [Regional Complaint Process](#)
- 2.3. [Public Code of Conduct](#)

3. Definitions

- 3.1. Feedback: Suggestions or comments (positive or negative) that don't need a response.
- 3.2. Complaint: A formal concern about services, staff actions, or policies that need follow-up.
- 3.3. Compliment: is made when there is positive feedback you wish to provide about a process, service, or staff.
- 3.4. Service request/Maintenance request: how you let Housing Durham know something is broken or damaged in your unit or the building and to ask for repairs or service.

- 3.5. Form: where a form is noted in this policy it means any method by which a complaint or feedback is issued in writing including but not limited to letter, email, Housing Durham Complaints and Concern Form, or the Regional Complaint Form.

4. General Feedback

- 4.1. Tenants are encouraged to provide feedback directly to their Property Manager where they are comfortable doing so.
- 4.2. If you are not comfortable providing feedback directly, you may submit feedback in written form. You will not receive follow up from submitting feedback.

5. Complaints and Concerns

- 5.1. Tenants are encouraged to discuss any complaints or concerns directly with their Property Manager. This can be done in person, by phone, or by email. Tenants are encouraged to utilize email or letter so that they have records.
- 5.2. If you are not comfortable addressing the concern directly or the issue remains unresolved, then a formal complaint can be submitted either in writing or through the [Housing Durham Feedback and Complaints Form](#) available online. The form must be completed in full for the concern to be addressed appropriately by staff.
- 5.3. Tenants may have a third party assist them with completing the form.
- 5.4. Complaints and concerns should be submitted within 14 days (two weeks) of the event or incident. Complaints and concerns submitted after this timeline will be reviewed however investigations may be difficult due to the time lapse.

6. Complaints About Another Tenant

- 6.1. Tenants who submit a complaint regarding another tenant cannot remain anonymous.
- 6.2. Complainants can request that their privacy be maintained but doing so could limit the ability to investigate and take action.
- 6.3. If this matter proceeds to a Landlord and Tenant Board hearing, you may be called as a witness to speak to the claims made in your complaint.
- 6.4. Tenants are reminded that Housing Durham should not be involved in complaints between tenants that do not amount to substantial interference. Please consider the following when deciding whether or not to involve the landlord:
- Noise complaints: Tenants should expect that they may hear other tenants. Only noise that is unusually loud, persistent, and is interfering with a tenant's reasonable enjoyment should be reported to Housing Durham.
 - Interpersonal disputes: Complaints regarding gossip, rumours, or interpersonal disputes should not be directed to Housing Durham. If another tenant's ongoing behaviour is

causing substantial interference towards another tenant, Housing Durham staff can be engaged.

- Off site incidents: Complaints regarding incidents that did not occur on Housing Durham property should not be reported.

6.5. Repeated complaints pertaining to another tenant which have been investigated and found to be unsubstantiated can constitute harassment. Tenants found to be making malicious or false complaints may face warnings, formal notices under the Residential Tenancies Act, or potential eviction proceedings if the behavior continues and meets the threshold for harassment.

7. Complaint Investigation

7.1. Once a complaint is received, staff will investigate. Staff will collect information from the relevant parties, which will be documented in detail.

7.2. Staff may gather evidence in several ways, including:

- Gathering and reviewing documentation (including requesting police reports, if applicable);
- Taking statements and conducting interviews;
- Recording observations; and
- Conducting searches.

7.3. If police are involved in the complaint, the Complainant must request a copy of the police report and provide it to Housing Durham to aid in its investigation. The Housing Durham investigation will not conclude until the police report is received.

8. Response to Complaint and Next Steps

8.1. Staff will review the complaint or concern, and tenants may be contacted during this period if the staff completing the review needs more information.

8.2. Tenants can expect to receive a written response to their complaint or concern which will include:

- Confirmation that your complaint was received.
- Confirmation that an investigation took place.

8.3. Details on the resolution, if applicable, and the outcome of the complaint.

8.4. To ensure the privacy of all, staff may not be able to share full and complete details of the resolution but will provide enough information to ensure that the tenant is informed.

- 8.5. Once the outcome of the complaint investigation has been communicated, the complaint is considered resolved and closed.
- 8.6. If the outcome of the complaint is not resolved to the satisfaction of the complainant, then they are to be advised of the opportunity to appeal.
- 8.7. Appeals should be submitted within 14 days (two weeks) of the original decision.
- 8.8. Appeals shall be referred to the Manager of Housing Durham or the Director of Housing Services, or their designated representative where neither is available.

9. Inquiries

- 9.1. For additional information regarding this policy please contact your building's Property Manager.