



### **Formal Grievance Form**

Tenant Name	
Phone number	
Email address	
Unit Address	

# By completing this form, I am documenting a formal grievance to the Chief Operating Officer, Halton Community Housing Corporation (HCHC), regarding:

- □ Customer service
- □ A Staff person
- □ HCHC procedure or operating policy
- □ An approved Halton Region/HCHC contractor

### Prior to completing this grievance form, I took the following steps:

- □ Made an informal complaint or request for service to HCHC Staff
- □ Made a Formal Complaint in writing as noted in the Formal Complaint Procedure (this step must be taken prior to completing the grievance form)
- □ Other (please specify):

#### Please list the Staff that you believe have knowledge of your complaint:

## In addition to the details of your complaint, please include the following supporting documentation, if available:

- □ A copy of your Formal Written Complaint
- □ A copy of HCHC's response (if available)
- □ Any other documentation to support your complaint (pictures, emails, etc.)



Please provide specific details of your complaint (additional pages may be attached):


#### Please address your Formal Grievance Form submission to:

#### **Chief Operating Officer**

Halton Community Housing Corporation 1151 Bronte Road Oakville, ON, L6M 3L1

The Chief Operating Officer will investigate your grievance and will reply in writing within 15 business days of receiving this form.

Anonymous or partially completed submissions may not be reviewed or responded to.

I understand that due to confidentiality reasons, and in accordance with the *Municipal Freedom of Information and Protection of Privacy Act, 1990,* HCHC may not be permitted to discuss specific actions taken as a result of my grievance. I understand that various staff and/or contractors will be consulted in order to resolve my concerns.

Date	
Signature	