

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.)

