

Our Commitment

The Battlefords Housing Authority (TBHA) is committed to facilitating your right as a tenant to raise concerns about your tenancy, our service, or to appeal a decision we have made that directly affects you and to pay us a compliment when we've done well.

Compliments, complaints, incidents and appeals – what's the difference?

A **compliment** is an expression of satisfaction with a service or the way the service has been delivered.

An **informal complaint** is a minor issue or concern that can be resolved informally without the need for investigating and substantiating claims.

A **formal complaint** is a registered expression of dissatisfaction with any action, decision or quality of service that requires a response or resolution.

An **appeal** is a request to have an official decision reviewed.

Feedback comprises both positive and negative opinions and/or suggestions that imply scope for improvement.

An **incident** is an event or circumstance, which leads to unintended or unnecessary harm, loss or damage. Incidents are identified and managed by staff. If you have a concern about an incident that requires TBHA to provide you with a response, you will need to register it as a formal complaint.

Compliments and Complaints Form – too easy!

One of the easiest ways to let us know if you are satisfied or dissatisfied with our service or have a request is by filling in and submitting a *Compliments and Complaints Form*.

Compliments and Complaints Forms can be accessed in person from the TBHA Office or downloaded and printed from the TBHA website: www.thebattlefordshousing.ca

You can use a *Compliments and Complaints Form* to:

- Pay a compliment;
- Make a formal complaint;
- Provide feedback;
- Make a suggestion;
- Make an appeal; and
- Ask for support.

Forms can be submitted in person to the TBHA Office or emailed to battlefords@housingauthoritysk.com

Do you have a complaint?

If you have a complaint about your tenancy, our service or a decision that we have made that directly affects you, it is important that you ***let us know as quickly as possible***.

A *Compliments and Complaints Form* is one of the easiest ways to let us know that an issue requires attention, however you can also raise a complaint by email, in person or by telephone. If you are raising a complaint in person or over the phone and you require an official response from us, please let us know that you want to lodge a **formal complaint**.

Fact Sheet - Compliments, Complaints and Appeals

Need help filling in a Compliments and Complaints Form?

If you need help to fill in a *Compliments and Complaints Form*, a TBHA staff member will be able to assist.

Anonymous complaints

TBHA will accept anonymous complaints; however, it may be difficult for us to assess or respond to them if there is not enough detail. We are also unable to advise complainants about the outcome of any actions if no contact details have been provided.

What happens after you make a formal complaint?

When we receive your **formal complaint** you can expect to receive:

- An acknowledgement within 2 business days.
- A follow-up formal response within 10 business days.

There may be instances where it could take us longer to resolve the matter. When this occurs, we will keep you informed in writing and let you know when we expect to be able to provide you with a formal response. We aim to have all formal complaints resolved within 30 days after we have received notification of them.

The same timeframes apply to appeals.

Still not resolved?

If you are not satisfied with a decision made by TBHA, you can lodge an appeal in writing. The decision will be reviewed by the General Manager (GM) or in some circumstances the Chairperson of the TBHA Board.

If you are not satisfied with the GM's or Chairperson's decision, you can lodge an appeal in writing to the TBHA Board. The TBHA Board's decision is final.

Alternatively, tenants can contact the Office of Residential Tenancies (ORT) a free and impartial dispute resolution service for assistance at any time.

The ORT dispute resolution service can also assist with general neighbourhood disputes that are outside of TBHA's property and tenancy management responsibility.

Still unclear or need more information?

If you would like more information on TBHA's compliments, complaints and appeals process, please refer to the *Compliments, Complaints and Appeals Policy and Procedure* located on our website: www.thebattlefordshousing.ca

You can also request a copy of these documents from TBHA.

Contact Us

If you have more questions, please give us a call at:

306-445-4393

battlefords@housingauthoritysk.com