

This policy applies to all residents of HCHC communities including tenants and occupants.

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.)

[illegible]

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

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

Date	
Signature	