

Newfoundland Labrador Housing Corporation (NLHC) Complaint Resolution Form

Who should use this form?

This form is for completion by tenants or former tenants who have already contacted NLHC staff regarding an issue and who have been unable to satisfactorily resolve their complaint. Tenants or former tenants who have not tried to resolve a complaint by first working with the appropriate NLHC staff will be redirected to their regional office as a first step in the resolution process.

STEP 1: Information about the Person Initiating the Complaint

First Name: _____ Last Name: _____

Tenant Address: _____

Telephone: _____ Email: _____

Contact Method Preference:

Email: Telephone: In writing:

Are you a current tenant of Newfoundland Labrador Housing Corporation? Yes No

If no, when did your tenancy end? _____

STEP 2: Details about the Complaint

Name(s) of NLHC employee(s) who have been reviewing your situation:

- 1) _____
- 2) _____
- 3) _____
- 4) _____

Note: If you are unable to provide the name(s) of NLHC employee(s) who you have contacted in an attempt to resolve this issue, you will be directed to the appropriate regional office as a first step in the resolution process.

Do not provide any personal information related to this complaint that has not been requested.

Please tell us the details of your complaint and attach any supporting documents. Please include:

- Who was involved;
- What was specifically said or done;
- When the incident happened;
- Where it happened;
- Were there any witnesses to the reason for the complaint;

- Was the issue previously reported to NLHC staff;
- What steps you have taken to try and resolve the issue.

STEP 3: Submit Completed Form

Please forward the completed Complaint Resolution form by mail to the address below, by email to the Issues Management and Stakeholder Relations Consultant at wgfollett@nlhc.nl.ca or by fax to the attention of Wayne Follett at (709) 724-3240.

Our mailing address is:

**NLHC Headquarters
Sir Brian Dunfield Building
2 Canada Drive
P.O. Box 220
St. John's, NL
A1C 5J2**

STEP 4: Signature

I certify the information provided in this complaint to be accurate, true and completed to the best of my knowledge. I understand that I will not be subject to any adverse treatment as a result of making this complaint, provided that it has not been made for an improper purpose and that I have not provided information that I know to be incorrect, untrue or misleading. I acknowledge that filing this complaint does not prevent me from pursuing any other remedies that may be available to me, e.g. Office of the Citizens' Representative or Residential Tenancies Division of Service NL.

Name (please print) _____

Signature _____

Date _____

Privacy Notice

Personal information collected by NLHC through this form is for the purpose of resolving tenant complaints. The collection of personal information is authorized under s. 24 of the *Housing Corporation Act* and s. 61 of the *Access to Information and Protection of Privacy Act, 2015*.

If you have questions about the collection, use, disclosure or protection of your personal information, please contact Andrea Learning, ATTIPA, Privacy, and IM Policy Consultant at (709) 724-3004 or aclearning@nlhc.nl.ca.