
Resident Grievance Process

Overview

At Horizon Housing Society (Horizon) we seek to deliver a consistent high standard of service that makes our tenants feel safe, secure and valued. From time to time, residents may feel they have not received adequate service or they may wish to notify Horizon of issues that require further attention.

This document outlines the process by which Horizon residents may file grievances, without prejudice. Our approach is grounded in discussion and review at progressively higher levels in the organization.

Procedure:

1. All grievances must be in writing. Residents are encouraged to submit documentation whenever possible to support their appeal.
2. Horizon will acknowledge receipt of the resident's grievance within one (1) working day.
3. In the event more information is required, Horizon will make the request in writing, to the resident.
4. If the additional information requested is not received within thirty (30) working days, or no contact has been had with the resident in response to the request for information, the grievance will be deemed abandoned.
5. In the event a resident claims their legal rights have been infringed upon, they will be directed to seek legal advice or contact their support agency. Horizon will not provide legal advice to residents.
6. Grievances that relate to individual privacy concerns should be directed Horizon's Privacy Officer, in writing, to privacyofficer@horizonhousing.ab.ca.

Grievance Level 1 (Individual)

All residents will initially be encouraged to attempt to resolve the issue directly with the staff member responsible.

Grievance Level 2 (Supervisor)

1. If discussion with the Horizon staff member does not resolve the issue, a resident may escalate their grievance to the staff member's supervisor. The grievance must be made, in writing, to the employee's immediate supervisor which will be one of the following:
 - Director of Building Operations
 - Director of Stakeholder Relations
 - Director of Finance
 - Chief Operating Officer

2. The supervisor will review the file and if necessary, in consultation with other members of the leadership team, render a decision within 10 business days.
3. The supervisor will advise the resident in writing of the decision.

Grievance Level 3 (Chief Executive Officer)

1. If satisfaction is not achieved through the first two levels, the resident may appeal the decision of the supervisor, in writing, to the Chief Executive Officer (CEO).
2. The CEO will review the file and render a decision in writing to the resident within 10 business days.
3. The decision of the CEO is final.

How to Submit a Grievance:

First, summarize your grievance in writing. Next, submit it to Horizon in one of the following ways:

Internal mail: Place your grievance in a sealed envelope and addressed envelope and give to the Building Manager to send to a supervisor at head office.

Regular mail: 885, 105 – 12 Ave. SE
Calgary, AB T2G 1A1

Email: tenantrelations@horizonhousing.ab.ca

Fax: 403-297-1403

Additional Information

From Horizon's perspective, the decision of the CEO is final. If the tenant wishes to escalate their grievance, they may wish to contact one of the following:

- Residential Tenancy Dispute Resolution Service (RTDRS)
- Landlord and Tenant Advisory Board
- Office of the Seniors Advocate
- CMHA Advocate
- Community Mediation Calgary Society
- Calgary Residential Rental Association
- Calgary Police Service

Other Options

If a resident feels they have not reached a satisfactory resolution to their grievance, they may choose to vacate the premises without penalty, regardless of their current lease expiration.

The resident may also submit a request to transfer to another Horizon property.

Grievance Form

Name:	Phone:
Address:	Email:
Have you previously submitted a grievance for this concern?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, to whom did you submit the grievance form?	

Grievance Detail

State your grievance in detail including date(s) and parties involved.
Briefly state your efforts to date to resolve the grievance
Describe the resolution to the grievance you would like.
Tenant Signature:
Date:

HHS Staff Received:	Date:
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