
Resident Grievance Process

Overview

At Horizon Housing (Horizon) we seek to deliver a consistent high standard of service that makes our residents 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.

Process

1. All grievances must be in writing. Residents are encouraged to submit documentation whenever possible to support their concern.
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 at privacyofficer@horizonhousing.ab.ca.

Grievance Level 1 (Individual)

Residents having a grievance against a Horizon staff member, will initially be encouraged to attempt to resolve the issue directly with the staff member responsible. If the resident feels this is not appropriate, proceed to Grievance Level 2.

Grievance Level 2 (Supervisor)

1. If discussion with the Horizon staff member does not resolve the issue, or if Grievance Level 1 is not appropriate, 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:
 - Chief Operating Officer
 - Director, Stakeholder Relations
 - Director, Finance
 - Director, Development and Strategy

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 and addressed envelope and give to the Building Manager or Resident Services (Horizon View) to send to a supervisor at head office.

Regular mail: #885, 105 – 12 Avenue 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 resident 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. Transfers will be subject to availability of appropriate units and Horizon's Resident Transfer policy.

Resident Grievance Form

Confidentiality

The personal information provided on this form is confidential and will not be shared with other residents.

Date:	
Name:	Phone:
Address:	Email:
Have you previously submitted a grievance form 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.	
Resident signature:	
Date:	
Horizon staff received:	Date: