

## **COMPLEX COMPLAINTS PROCEDURE**

### **1. REPORTING OF COMPLAINT**

Complaints must be emailed to the Managing Agent in writing.

### **2. COMPLETION OF COMPLAINT FORM**

The complainant will be issued with a COMPLAINT FORM (Attached) which is to be completed, signed and sent to the Managing Agent. The signed complaint form will be circulated amongst the committee for their consideration.

***\*\*Special note:*** In the event that the complaint lies with one of your neighbours, there must have been a concerted effort to resolve the matter amicably (in a neighbourly fashion) with your neighbour before the complaint is submitted to the committee.

### **3. CONSIDERATION OF COMPLETED COMPLAINT FORM**

The committee will consider the complaint by email and/or at their committee meeting before notifying you of their decision.

### **4. DECISION BY THE COMMITTEE**

Should the complaint be rejected by the Committee, the complainant will be informed by letter or e-mail of their decision. Should the Committee endorse the complaint:

- The complainant will be informed that the Committee will look into the matter;
- The accused will be informed in writing or e-mail that the Committee endorsed the claim as legitimate and request the accused to lodge his/her defense with the Managing Agent, in writing or by e-mail, within 10 days from the date of the notice from the committee. He/she may request to meet with the Managing Agent at their offices to defend his/her case.

### **5. ARBITRATION / ADJUDICATION / MEDIATION**

Should the committee not be able to resolve the matter it may be taken to arbitration/adjudication and/or mediation and the costs thereof will be for the account of the complainant and the defendant or as determined by the chair of the meeting.

**OFFICIAL COMPLEX COMPLAINT FORM**

**1. COMPLAINANT**

Name	Complex	Unit #

**2. COMPLAINT**

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**3. STEPS TAKEN BY ME (COMPLAINANT) TO TRY RESOLVE THE PROBLEM**

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**4. OUTCOME OF STEPS TAKEN BY ME**

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SIGNED \_\_\_\_\_

DATE \_\_\_\_\_

**OFFICE USE**

RULE NUMBER TRESPASSED	
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**STEPS TAKEN**

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