

Complaints Resolution Process

Atira understands concerns may arise about how we conduct ourselves with respect to our housing and related support services. We trust this complaint resolution process allows you the opportunity to be heard and allows our staff the opportunity to best hear your concerns. Our intention is to always act in the best interests of ALL of the people we house and support. We understand you have the right to raise your concerns and that we have a responsibility to carefully consider your concerns and to respond.

Some examples of concerns that could arise include the following:

- You believe you are being harassed, discriminated against or threatened;
- You believe you are not being treated with respect and dignity;
- You believe you are being treated unfairly;
- You believe you are being excluded from planning/decision-making that concerns you;
- You believe staff are being unclear in stating expectations of tenants;
- You believe staff or programs are not living up to Atira's stated mandates and/or commitments;
- You are dissatisfied with Atira's services at any level.

All concerns and/or complaints will be dealt with fairly, promptly and where appropriate, in confidence. A resolution means ALL parties involved in the complaint are heard and fully involved in the process. If the resolution is not what you were hoping for, it does not mean there was no resolution. Whatever the outcome of a complaint, our priority is to reach a resolution that benefits everyone Atira serves and one that honours Atira's commitments and mandate. It is also Atira's priority to ensure all resolutions, solutions and decisions are properly explained to and understood by everyone involved.

Step One, Informal Review:

You are always encouraged to resolve your complaint informally and directly with the person you have concerns about or whose behaviour caused your concern. In most cases, this is the fastest and easiest way to work things out. If you are unable to resolve your complaint informally or directly or if you feel uncomfortable doing so, you may choose to go to Step Two of the Informal Review by speaking with the program or building manager.

Step Two, Informal Review:

The program or building manager is closest to the situation and so in most cases is best able to find a quick and satisfactory resolution. As s/he will want to find the facts of the complaint, the manager may need to ask others for their input. The results of the review will be shared with you in a meeting. If you are unable to resolve your complaint by speaking with the program or building manager or if you feel uncomfortable doing so, you may request a Formal Review.

Step Three, Formal Review:

A Complaint Resolution Committee will be formed to review your complaint. The Committee will include two managers from buildings other than the one where your complaint arose as well as a staff person from Atira's administrative team. The Committee will be made up of individuals who have had no involvement in any matters related to your complaint. The Complaint Resolution Committee will work to find the best solution for everyone involved, which may include speaking with all parties. They may also request a meeting, giving everyone an opportunity to come together to find a resolution. Whichever process they adopt, they will speak with you to provide an explanation of both the process and resolution and you will receive a letter documenting their process, resolution, follow up as applicable and reasons for all of their decisions and actions.

To start a Formal Review, you can:

- ask the program or building manager to assist you,
- email your request to complaints@atira.ca, which goes directly to the administration office, or
- write a letter to:
Complaints Resolution Committee
C/O The Property Management Assistant
Atira Property Management Inc.
405 Powell Street
Vancouver, B.C. V6A 1G7

Step Four, Administrative Review:

If you feel your complaint was not resolved by the Complaints Resolution Committee and it is of a serious nature, you may request your complaint and the resolution adopted at Step Three be forwarded to the property manager for an Administrative Review. You may or may not be granted an Administrative review; it is the decision of the property manager after speaking with you, the Complaints Resolution Committee and reviewing the documentation. Only very serious issues will reach this step. If your request for an Administrative Review is denied, you will receive a letter informing you of the decision and reasons. If the property manager reviews your complaint, you will receive the results of the review and the resolution in writing.

To request a Step Four, Administrative Review, you can:

- ask the Complaints Resolution Committee or the program or building manager to assist you,
- email your request to complaints@atira.ca or
- write a letter to:
Property Manager (Complaints)
Atira Property Management Inc.,
405 Powell Street
Vancouver, B.C. V6A 1G7

Step Five, CEO Review:

If you have been through Step Four and have met with the property manager or received a letter denying an Administrative Review and you still feel your complaint did not receive proper consideration, you may request in writing to have your complaint forwarded for a CEO review. The CEO will review the documentation from all steps of the process and may request a telephone or in-person meeting with you. You may or may not be granted a CEO Review; depending on the seriousness of your complaint and the thoroughness of the complaints resolution process leading up to your request for a CEO Review. It is the decision of the CEO whether your complaint will be considered for review. If your request for a CEO Review is denied, you will receive a letter informing you of that decision and reasons. If the CEO reviews your complaint, you will receive the results of the review and the resolution in writing.

To request a CEO Review, you can:

- ask the property manager or the program or building manager to assist you,
- email your request to complaints@atira.ca or
- write a letter to:
The CEO,
Atira Property Management Inc.,
405 Powell Street
Vancouver, B.C. V6A 1G7

Complaints Resolution Flow

