

OCCUPANT COMPLAINT RESOLUTION PROCESS

The provision of quality client service is our main focus at the Canadian Forces Housing Agency (CFHA). As part of our commitment to deliver that service to you, our customers, we rely very much on your input to identify areas of concern.

As a married quarter (MQ) occupant, there may be times when you feel that our service is not up to the standard that you expect. If you have specific concerns about CFHA's maintenance programs or issues related to housing management, you may wish to have your concern addressed through our occupant complaint resolution process.

If the matter is personnel- or community-related (i.e. pets, noise, disputes between neighbours, etc.), you are urged to discuss the situation with the source of the complaint and/or with the applicable ward representative for Community Council involvement and resolution.

The Occupant Complaint Resolution Process is as follows:

Step 1

Occupant – Bring your concern to the attention of your local Housing Management Office (HMO) staff by telephone, fax, e-mail or in person.

CFHA response – The local HMO staff will discuss the situation with you and attempt to find a solution that is fair and acceptable to all.

Step 2

Occupant – If you feel that your concern has not been addressed to your satisfaction, you may wish to forward your complaint in writing to the local Housing Manager. This serves two purposes:

1. It will provide a historical summary of all events for both you and the HMO Manager.
2. You'll have a written record of your complaint.

CFHA response – The Housing Manager will investigate your complaint and will reply in writing within a reasonable timeframe, advising you of the steps being taken to resolve the situation. During the course of this investigation, you may be contacted to provide clarification or further information. If the investigation of your complaint is expected to take more than three weeks, a letter acknowledging receipt of your complaint and advising when you may expect a reply, will be sent.

Step 3

Occupant – If the issue cannot be resolved at the local level, you may wish to forward your complaint in writing to CFHA’s Head Office at the following address:

Customer Relations Officer
Canadian Forces Housing Agency (CFHA)
National Defence Headquarters
Major General Georges R. Pearkes Building
Ottawa ON K1A 0K2
Fax: (613) 998-8313

CFHA response – The Customer Relations Officer will coordinate efforts to resolve your complaint. During the course of the investigation into your complaint, details of the situation will be sought from the local Housing Manager and you may also be contacted to provide clarification or further information at that time. Once the matter has been thoroughly investigated, CFHA’s General Manager Operations will advise you of the outcome in writing. If the investigation of your complaint is expected to take more than three weeks, a letter acknowledging receipt of your complaint and advising when you may expect a reply, will be sent.

Constructive client feedback helps us measure how we are doing and how we can improve. At the same time, it allows us to get to know our occupants better. Your input is very important to us and will assist us in directing our efforts toward maintaining a high standard of client service.