



Complaint Resolution  
**TEL** 604 439 4123 **FAX** 604 439 4722  
1701 - 4555 Kingsway, Burnaby, BC V5H 4V8  
[feedback@bchousing.org](mailto:feedback@bchousing.org)  
[www.bchousing.org](http://www.bchousing.org)

## Complaint Resolution Form

### Purpose of this form

Your answers to this form are collected for the purpose of reviewing complaints about a BC Housing program or service. Information is collected under section 26 (c) of the *Freedom of Information and Protection of Privacy Act*. If you have any questions about your privacy, please contact BC Housing's Privacy Officer by phone at 604-439-4123, by email at [FIPPA@bchousing.org](mailto:FIPPA@bchousing.org) or by writing to 101-4555 Kingsway, Burnaby, BC V5H 4V8.

### STEP 1: Information about the person initiating the complaint

Date \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email address: \_\_\_\_\_

Contact Method Preference:

Email: ☐ Telephone: ☐ In writing ☐

Are you initiating this complaint on your own behalf, or on behalf of someone else?

On my own behalf: ☐ On behalf of someone else: ☐

If the complaint is being initiated on behalf of someone else, please provide their name and contact information as they will be contacted to provide permission to discuss their personal information:

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email address: \_\_\_\_\_

Are you, or the person you are assisting in initiating this complaint, currently receiving services from BC Housing? Yes ☐ No ☐

## STEP 2: Details about the complaint

Name of BC Housing employee(s) who has been reviewing your situation:

- 1) \_\_\_\_\_
- 2) \_\_\_\_\_
- 3) \_\_\_\_\_

**Note:** *If you are unable to provide the name(s) of BC Housing employee(s) who you have contacted to attempt to resolve this issue, you will be redirected to the appropriate branch as a first step in the resolution process.*

Please select the type of concern you want BC Housing to address:

- |                           |                          |                                    |                          |
|---------------------------|--------------------------|------------------------------------|--------------------------|
| Eligibility               | <input type="checkbox"/> | Policy                             | <input type="checkbox"/> |
| Applicant Registry        | <input type="checkbox"/> | Relationship with BC Housing staff | <input type="checkbox"/> |
| Type or Amount of Service | <input type="checkbox"/> | Other                              | <input type="checkbox"/> |

If “other”, please describe:

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Please provide the details of your concern/complaint and attach any supporting documents:

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Please describe what steps you have taken to try and resolve the issue:

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Please describe what options (if any) were provided to you by the person contacted at BC Housing regarding this issue:

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### STEP 3: Submit completed form

Please forward your completed Complaint Resolution form to the address shown below, or by fax to 604-439-4722, or by e-mail to [ComplaintResolution@bchousing.org](mailto:ComplaintResolution@bchousing.org).

If you have further questions, contact Complaint Resolution at 604-439-4123. Our mailing address is:

BC Housing Complaint Resolution  
#1701 – 4555 Kingsway  
Burnaby BC V5H 4V8

### FOR OFFICE USE ONLY

Date Received: \_\_\_\_\_

Status: \_\_\_\_\_

Outcome: \_\_\_\_\_