

Concern or Complaint Form

To address your concerns, please complete this form and direct it to: residentservices@pacificahousing.ca

In order to act on this information, the form must be completed in full.

Your name and contact details will be held in confidence, however the details of your concern below, may be used as evidence should this matter be subject to Dispute Resolution under the Residential Tenancy Act, a court action, or a police investigation.

By checking this box you are acknowledging that the information in this form may be used in an Arbitration as evidence if required. **Please note that we cannot action any complaints that have not consented to the above clause. We must be able to use these complaints as evidence as needed in Arbitration.**

Your Name	Date of Complaint	Time of Complaint
Your Address	Telephone #	Other contact # or email
Witness Name(s)	Witness Telephone #	Witness email
Have you reported this previously? Yes No Reported to:		
Was a Police Report filed? Yes No Police File #		
Who was involved? Include the name, unit # of the other tenant(s) and/or staff involved.		
Describe the incident. Please be as specific as possible describing your complaint, who, what, when, where ; include the name, unit # of the other tenant(s) and/or staff involved. Please attach any supporting documentation. *Please state only the facts, <u>not</u> your assumptions, opinions, and/or judgments. Use the other side of this form if needed.		
How did you handle the situation? Did you talk to the person involved? If so, what was their response?		
For Complaints Involving Staff Members If this complaint involves a Pacifica Housing staff member, it will be reviewed by a supervisor or manager not directly involved in the matter. Complaints are handled confidentially and action taken will be consistent with organizational policy. Specific outcomes may not be disclosed due to privacy requirements.		

Signature

Date