our complaint process

We can always do better!

RainCity Housing values the people who access our services, their families, and our partners. If you (or someone you know) feel that you've received poor service, we want to hear about it.

Complaints can be made in person, by phone, in an email, or a handwritten note. Details of a complaint will only be shared with those who need to know. We know that literacy may be a barrier for some people and will work with individuals to ensure that they can fully access the complaints process.

Here are the five steps

Step One: People can bring their complaints directly to the RainCity staff person involved. Staff receiving a complaint, if possible and appropriate, will work to resolve the issue.

Step Two: If the complaint is not resolved or a person chooses to not use step one, the person can either speak to the assistant manager or manager directly, or provide them with a written complaint.

Step Three: If the complaint is not resolved at step two, or the complaint involves the Manager, the person can contact the Director responsible for the relevant program and either speak to them or provide them with a written complaint.

Step Four: If the complaint has not been resolved at step three, the person can ask for a review. The Review Committee will include one Director (Chair), one Manager, and one peer worker from another program(s). If the person making the complaint agrees that the issue has been resolved then the person will be given something in writing that outlines the resolution.

Step Five: If the complaint is not resolved at step three or four, the person can make a written complaint to the Executive Director. The Executive Director will review the complaint and decide on next steps and communicate these steps to the person making the complaint. Decisions at this level are final for RainCity Housing. If the person making the complaint wishes to further appeal after this step, they will be provided with information about how to contact appropriate external authorities.