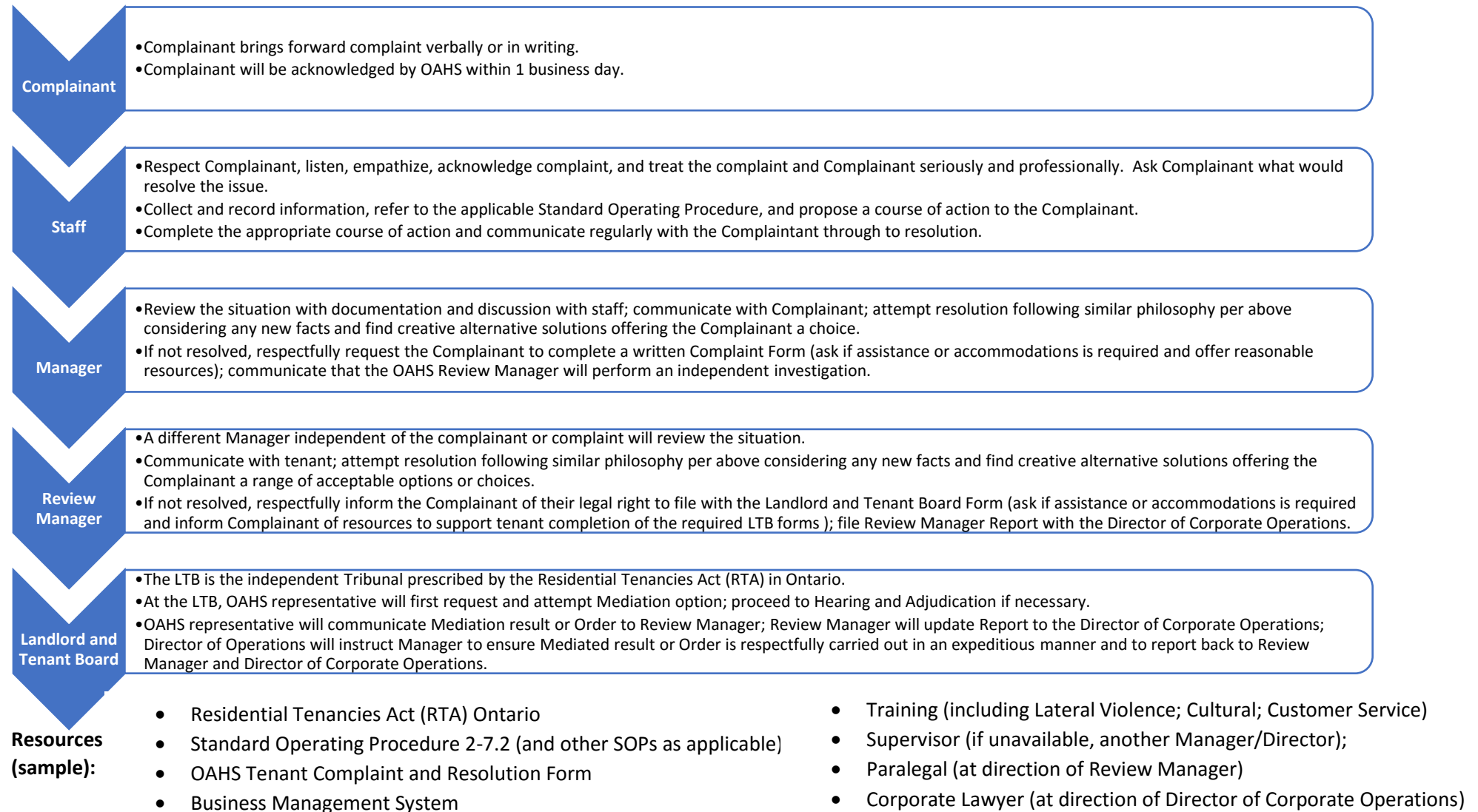


Tenant or Community Complaint and Resolution Overview

March 2017

Philosophy: The Values, Vision, and Mission set by the Board will be the guiding philosophy to respectfully, cooperatively, and in a culturally-appropriate manner resolve tenant and community complaints or issues in a fair and expeditious manner.

Flowchart:



Note: If the complaint is a non-LTB matter and is not resolved by the Review Manager, the issue will be reviewed by the Director of Corporate Operations.