

Landlord's Self-Help Centre Complaints Procedure

At Landlord's Self-Help Centre, we try to provide you with the best service possible. But sometimes problems do arise.

For example, you may come to us for help, and be refused service.
Or you may be unhappy with the advice or service we provided.
Or you may think we are not putting the funding money we receive from Legal Aid Ontario to the best possible uses.

If you find yourself in any of these situations, there are steps you can follow to solve the problem.

You start by telling someone at the Centre about the problem, or by explaining the problem in writing.

Most complaints, including a complaint about advice or service provided by one of the community legal workers, should be made to the Executive Director, Diana Padierna. Her telephone number is 416 504 5190 X5135.

Diana will then get back to you, to discuss the problem. If you have not already given us your complaint in writing, Diana will write down the details of your complaint. She will then speak to the staff member and try to solve the problem.

If Diana cannot solve the problem at this stage, she will ask you to make a formal written complaint, if you have not already given us one. She will give your written complaint to the President of the Board of Directors. She will also prepare a written report, which will be given to the members of the Executive Committee of the Board of Directors. The Executive Committee consists of the President, the Vice President, the Treasurer, and the Secretary. She will also give the members of the Executive Committee copies of any other documents connected with your complaint.

At this stage of things, you can ask to meet with the Executive Committee to discuss your complaint, if you wish to do so. The Executive Committee must meet with you within a reasonable time of receiving your request for a meeting (remember, it's a volunteer board and we are all busy people!)

The Executive Committee must keep minutes of any meetings with you about your complaint.

The Executive Committee will then present your written complaint, along with Diana's report, the minutes of any meetings with you, and any other documents having to do with your complaint, to the Board of Directors at its next meeting. The Board will consider the complaint, and make recommendations for its resolution.

If you are not satisfied with the Board's decision, you are entitled to have it reviewed by Legal Aid Ontario, the Centre's funding body. If you wish to go to Legal Aid Ontario with your complaint, you must authorize the Centre to release all the documents connected to your complaint to Legal Aid.

You may request your complaint be reviewed by the Manager of the Complaints Department, please direct your request in writing to:

Complaints Department
Legal Aid Ontario
20 Dundas Street West, Suite 730
Toronto ON
M5G 2H1
416 204 7104 or 1-866-874-9786 (toll-free)
complaints@lao.on.ca

The Board will provide a written report of its decision to Legal Aid.

If your complaint is about the Executive Director, Diana Padierna, then you must contact a member of the Executive Committee about it. The Centre will provide the name and telephone number of a contact person upon request.