

# Complaints

CCH Conference 2011

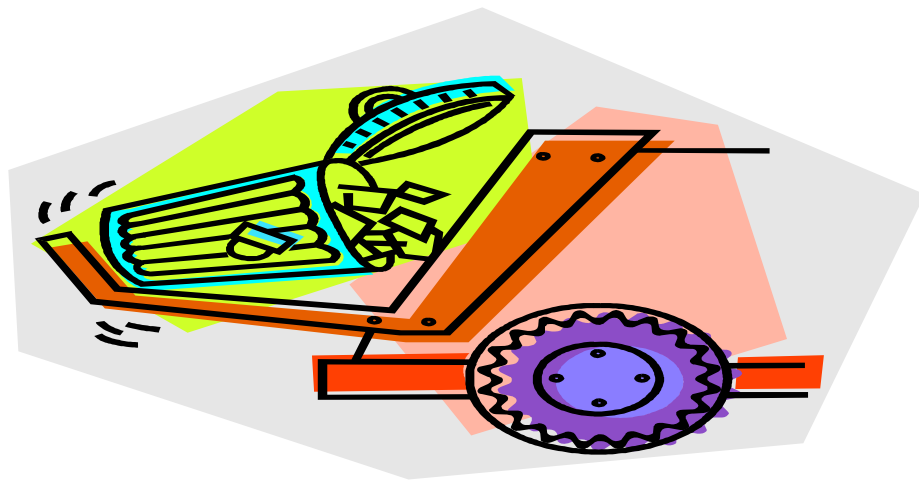
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# Complaints

An opportunity

Or

Another pile of



# What is a complaint

- An expression of dissatisfaction with a co-op's action or omission, whether or not justified



# Dealing With Complaints

- No “one size fits all” approach to dispute resolution in housing – let alone among co-ops.
- The “right” way to deal with a complaint depends on the co-op’s culture, values, duties, and capabilities.
- Most good advice on complaint management is about the “ordinary” landlord/tenant relationship.

# Effective Dispute Management

- Have a clear policy and procedure, consistent with the co-op's values and regulatory obligations. (TSA)
- Have a policy and procedure for dealing with formal and informal complaints-
- Be thorough in your investigation but keep it proportionate to the complaint.

# Effective Dispute Management

- Be honest and transparent
- Be clear in your response to your Tenant
- Keep accurate records
- Train the people who deal with disputes

# The positive side of a complaint

- It challenges you
- It can show you when you do things right
- It can show you when you do things wrong
- It can help you to improve

