

## Complaints Policy

### Introduction

The Condominium Management Regulatory Authority of Ontario's (CMRAO) Complaints Policy applies to all complaints received by the CMRAO about its services in English and French, and regarding the conduct of its staff.

The Complaints Policy also applies to complaints about the conduct of Members appointed to the Discipline Committee and the Discipline Appeals Committee. Please note that the Complaints Policy cannot be used to dispute an order or discipline decision made by either Committee.

### Important Information

- If you choose to file a complaint, you can do so in writing by letter, email, or TTY, in English or in French. If you require accommodation to file your written complaint, contact the Complaints Officer, whose contact information is provided below.
- You must identify yourself by providing your name, mailing address, telephone number, or email address. If we are unable to contact you to verify information that you have provided to us, or to gather additional information we need to proceed further with your complaint, we may not proceed with your complaint.
- Everyone involved in the complaint process will be treated fairly and respectfully by the CMRAO and will be expected to participate in the complaints process in a fair and respectful manner. In filing a complaint, you agree that the person or persons who are the subject of the complaint may be informed of it.
- We may not accept your complaint if you have already made a similar complaint, and it has been addressed by the CMRAO, or if the CMRAO determines the complaint to be unreasonable or improper.



**Address:** P.O. Box 48087 RPO Davisville Toronto, ON M4S 3C6



**Phone:** 1-866-888-5426



**Website:** [www.cmrao.ca](http://www.cmrao.ca)

## **How to Make a Complaint**

### **Complaints about CMRAO Staff or Services**

If your complaint is about a CMRAO employee, you should first consider raising your concern with the employee directly. You can also ask to speak to the employee's supervisor or manager.

To file a complaint relating to CMRAO staff and services, send the following information, in writing, to the attention of the CMRAO's Complaints Officer:

- The details and reason(s) for your complaint (who, what, when, where); and
- The outcome you are seeking.

### **Complaints about Members of the Discipline or Discipline Appeal Committees**

If your complaint is about the conduct of a Member of the Discipline Committee or the Discipline Appeal Committee, you should first consider raising your complaint with the Member during the Committee hearing.

To file a complaint relating to a Member, send the following information, in writing, to the attention of the CMRAO's Complaints Officer:

- Your case reference information
- The name of the Member
- The reason(s) for your complaint (what, when, where).

## **CMRAO Handling of Complaints**

The CMRAO will carefully review the details of your complaint and will inform you of the outcome within 15 days. If the CMRAO is unable to do so, it will contact you to let you know when a response can be expected.

However, the CMRAO may remove a complaint from the formal complaints process if:

- The complaint is not complete, or you have not provided mandatory information.
- You have not responded to communications, or a request for additional information, from CMRAO staff within a reasonable time.
- The complaint is unreasonable or improper.

The CMRAO will inform you if the complaint has been removed from the formal complaints process.

## Contact Information

Complaints Officer  
Condominium Management Regulatory Authority of Ontario  
P.O. Box 48087 RPO Davisville  
Toronto, ON M4S 3C6

**Email:** [policy@cmrao.ca](mailto:policy@cmrao.ca)

**CMRAO TTY local number** – 416-943-4706

**CMRAO TTY Toll Free number** – 1-866-888-5426