

Complaints about the CMRAO Policy

Introduction

The purpose of this Policy is to set out how the Condominium Management Regulatory Authority of Ontario (CMRAO) will effectively address complaints from the public about its services and staff.

The Policy applies to complaints about CMRAO services in English and French, its staff and members appointed to the Discipline Committee and the Appeals Committee.

This Policy cannot be used to dispute an order or decision made by either the Discipline or the Appeals Committee nor to dispute the resolution of complaints about CMRAO licensees. In reviewing the complaints received under this Policy, the CMRAO will demonstrate responsiveness and use a process that is fair to all participants.

Overview of the CMRAO

The CMRAO is a not-for-profit corporation funded primarily through licensing fees from condominium managers and condominium management provider businesses.

The CMRAO protects the public interest by:

- Administering a mandatory licensing system for all condominium managers and management provider businesses and ensuring only qualified individuals with the appropriate training and education hold a licence.
- Maintaining an online public registry of licensed condominium managers and condominium management provider businesses. The public registry provides information about licensees, including conditions, suspensions, revocations, and disciplinary actions.
- Promoting and enforcing compliance with the Condominium Management Services Act, 2015 (CMSA) and its regulations, licensing requirements, and the Code of Ethics.
- Addressing complaints by conducting inspections and investigations, assisting in issues resolution, holding discipline hearings, and causing corrective actions to be taken.
- Establishing education requirements for condominium managers.
- Promoting awareness of the regulatory system.

Filing a Complaint

Anyone who has had contact with the CMRAO can make a complaint about CMRAO staff, services, or a Committee member. If accommodations are required in order to file a complaint, the Complaints Officer will assist in finding an acceptable means to submit the complaint.

Anyone 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, the complainant agrees that the person or persons who are the subject of the complaint may be informed of it.

The CMRAO may not accept a complaint if:

- the complainant has already made a similar complaint;
- the complaint has been addressed by the CMRAO; or
- the CMRAO determines the complaint is unreasonable or improper.

Complaints Concerning CMRAO Staff or Services

To file a complaint related to CMRAO staff and services, the following information must be provided, in writing, to the attention of the CMRAO's Complaints Officer:

- the details and reason(s) for the complaint (who, what, when, where); and
- the outcome being sought.

Complaints Concerning Members of the Discipline or Appeals Committees

To file a complaint relating to committee members, the following information must be sent in writing to the attention of the CMRAO's Complaints Officer:

- the case reference information;
- the name of the member; and
- the details and reason(s) for the complaint (who, what, when, where).

Assessing Complaints

The CMRAO will carefully review the details of a complaint and will inform the complainant of the outcome within 15 business days. If the CMRAO is unable to do so, a communication will be sent to inform the complainant of the new timelines.

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

- the complainant has not responded to communications or a request for additional information from CMRAO staff within a reasonable time; or
- the complaint is unreasonable or improper.

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

Possible Outcomes of a Complaint

In responding to a complaint, the Public Complaints Officer may consider any of the following outcomes or any other resolutions as necessary:

- changes to CMRAO practices and/or procedures
- training, mentoring, coaching for staff and Committee members
- any other actions required based on the specifics of a particular case

Expectation of Courtesy at all Times

Complainants will be treated with courtesy and respect at all times by CMRAO staff. So, too, complainants must treat CMRAO staff and members with courtesy and respect. Verbal abuse, vexatious comments, intimidation, harassment, and offensive or demeaning language will not be tolerated and, if persistent, may result in the dismissal of a complaint. Criminal harassment and/or threats of physical violence will be reported to the police.

Records

Records of complaints and resolutions will be retained for three (3) years.

Contact Information

Complaints should be submitted by email at policy@cmrao.ca or by mail to:

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

Complainants can contact the CMRAO by phone, however they will be instructed to follow up with a written submission.

CMRAO local number – 647-363-6490

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

Policy Review

This Policy will be reviewed at regular intervals, no less than once every three (3) years to ensure that it continues to effectively serve its intended purpose.