



**Home  
Construction  
Regulatory  
Authority**

# **Policy on Complaints about the HCRA**

## Introduction:

This Home Construction Regulatory Authority (HCRA) Policy applies to all complaints about the conduct of HCRA staff in delivering its services. This policy does not apply to complaints about the outcomes of decisions it takes.

## Important Information:

- Complaints must be in writing, in English or in French. If you would like assistance in writing your complaint, contact the HCRA by phone (1-800-582-7994) or by email ([servicefeedback@hcrontario.ca](mailto:servicefeedback@hcrontario.ca)).
- Your complaint must include your name and contact information, such as your telephone number and/or email address if available. If we are unable to contact you to verify information that you have provided to us, or to gather additional information, we may not proceed with your complaint.
- The person(s) who are the subject of the complaint may be informed of the complaint.
- Everyone involved in the complaint process will be treated fairly and respectfully.
- We may not accept your complaint if you have already made a similar complaint, and it has been addressed by the HCRA, or if the HCRA determines the complaint to be unreasonable, improper, or premature.

## How to Make a Complaint

If you would like to file a written complaint, please send the following information, in writing via email ([servicefeedback@hcrontario.ca](mailto:servicefeedback@hcrontario.ca)), to the attention of the Complaints Officer:

- The details and reason(s) for your complaint (who, what, when, where); and
- Your contact information: name, email address and/or phone number.

## How the HCRA Addresses Complaints

The HCRA Complaint's Officer will carefully review the details of your complaint and will acknowledge your complaint within 5 business days. The Complaints Officer may contact you to obtain more information about your complaint. If the Complaints Officer is unable to do so, they will contact you to let you know when a response can be expected.

The HCRA may remove a complaint from consideration if, for example:

- The complaint is not complete, or you have not provided necessary information;
- You have not responded to communications or request(s) for additional information within a reasonable time;
- The complaint is unreasonable, improper, or premature.

The HCRA will inform you if the complaint has been removed from consideration.

In responding to a complaint, the HCRA will consider a range of possible outcomes.

Potential outcomes include:

- (a) Making changes to HCRA practices and procedures;
- (b) Proposing training, information updates or other recommendations for staff members; and/or
- (c) Determining if other actions are required, based on the specifics of a particular case.