

Operations complaints policy

Updated 13-08-2025



Overview

The purpose of this policy is to provide tenants with all the necessary information and to give UTILE's property managers and other relevant staff clear guidelines for handling operations-related complaints. This policy is consistent with the legal framework of the Tribunal administratif du logement du Québec.

Policy objectives

This policy is intended to ensure that complaints made by tenants, housing applicants, or any other person concerned with UTILE's activities are handled fairly, transparently, accessibly, and promptly.

This policy applies to all complaints concerning:

1. The quality of services provided by UTILE;
2. The conduct of its employees or representatives*;
 - The application of internal rules, policies, or procedures;
 - Any situation deemed unfair or non-compliant by a concerned party*.

This policy does not apply to:

1. * Any situation or complaint that falls under the (Living and Studying Safely) policy against harassment and abuse. Such complaints must be filed and addressed under the Living and Studying Safely policy;
 - Decisions issued by a tribunal;
 - Situations already under judicial investigation or review by a competent external body;
 - Disputes between tenants (except where they involve an obligation incumbent on UTILE).



- 1 Definition of a complaint**

A complaint is a written expression of dissatisfaction with a service, a decision, or a behaviour, for which a response or action is explicitly or implicitly expected.
- 2 Guiding principles**

Accessibility: The policy is available to tenants and easy to understand.
Confidentiality: Information is handled in a confidential manner.
Impartiality: Complaints are processed neutrally and without reprisal.
Diligence: Complaints are addressed quickly and efficiently.
- 3 Filing a complaint**
 - 1 A tenant who wishes to file a complaint must first, unless the complaint specifically concerns the property manager or another UTILE employee, submit a written request through their online Building Stack portal by opening a ticket (see section 4.1).

If the complaint specifically concerns the property manager or a UTILE employee, email the Operations Department directly: vincent.brossard@utile.org.
 - 2 Any other person may file a complaint (see section 4.2):
 - By email: info@utile.org
 - By mail or in person at UTILE's office: 455 Saint-Antoine Ouest, 8th floor, Montreal (QC) H2Z 1J1

In all cases, the complaint must include:

 - The name and contact information of the complainant;
 - A clear description of the facts and events;
 - Any steps already taken, if applicable;
 - The complainant's expectations.
- 4 Review and resolution**
 - 1 When a complaint is filed by a tenant through their online portal (see section 3.1 above), property management will analyze the complaint and take the necessary actions based on the priority level, within a maximum of 15 days. If needed, they may contact the complainant, arrange a meeting, visit the apartment, propose mediation, etc. If the response from property management is not satisfactory to the complainant, they may then file a complaint under section 3.2.
 - 2 Other complaints are reviewed by the Operations Department or the designated person. An investigation may be conducted, which can include phone calls, meetings with the parties concerned, or, if needed, a proposal for mediation. A reasoned response is provided to the complainant within 20 business days of receiving the written complaint, except in exceptional cases. This response is considered final. A register of these complaints is maintained by the Operations Department to identify trends and propose improvements.

