

Complaint Process Information

What types of complaints does Tarion deal with?

Tarion investigates any form of illegal building.

It is illegal for a builder and/or vendor to enter into an Agreement of Purchase and Sale or construction contract with a purchaser/owner if the builder is not registered with Tarion. It is also illegal to begin construction of a home or condominium without first enrolling it with Tarion. Offenders may be prosecuted by Tarion under the *Ontario New Home Warranties Plan Act* (the Act).

Please Note: Tarion administers the Act, which outlines the warranty protection that new home purchasers are entitled to. The Act requires builder/vendors in Ontario to provide warranty coverage (for all homes that qualify) and to also be registered with Tarion and enroll every new home prior to the start of construction.

For a full outline of the statutory warranty click [here](#).

Next Steps

1. Complete the attached Complaint Form
2. Attach copies of any/all documents that relate to your complaint.
 - See “Documents Requested” for further information.
3. Send the completed Complaint Form by email to:

investigations@tarion.com

Documents requested

Please provide copies of the following documents and retain the originals until further notice.

If the home was purchased through an Agreement of Purchase and Sale, provide the following:

- Agreement of Purchase and Sale
- Real estate (MLS) listing
- Any legal action documents (e.g., Statement of Claim, Statement of Defence, Third Party Claim/Defence etc.)

If the home was/is being constructed by a builder on your land, provide the following:

- Construction Contract
- Invoices
- Copies of any payments (cheques, bank drafts etc.)
- Any legal action documents (e.g., Statement of Claim, Statement of Defence, Third Party Claim/Defence etc.)

What happens after I submit the Complaint Form?

You will receive an email acknowledging that Tarion has received your complaint. Each complaint will be reviewed and assessed. It is possible a consumer complaint may lead to an investigation and possible charges or administrative action against a builder and/or vendor. Should charges be laid, the complainant would be required to testify in Provincial court and provide evidence relating to their complaint.

Compliance and Investigations Complaint Form

Please complete this form and return it to us along with copies of all the required documents.

If we do not receive your completed form and documents, we will be unable to process the complaint and no further action will be taken.

Home(s)/Property Information

The information below is required regarding the home(s)/property in question.

Address

Street: _____ City: _____

Municipality: _____ Postal Code: _____

Type of Home: _____

Complainant Personal Information

Name

First Name: _____ Last Name: _____

Address

Street: _____ City: _____

Province: _____ Postal Code: _____

Contact Information

Email Address: _____ Phone Number: _____

Relationship to home(s)/property in Question

The Purchaser/Owner of the Property

⇒ Proceed to questions 1 through 13

Third Party/Other (please explain below your relationship to the home(s)/property)

Company Name/Occupation: _____

⇒ Proceed to questions 14 through 22

Purchaser/Owner Questions

1. Name of the vendor of the home as it appears on the Agreement of Purchase and Sale. (if your home was purchased through an Agreement of Purchase and Sale):
2. Name of the builder (business name) as it appears in the Construction Contract. (if you hired a builder to build a home on your land):
3. Contact information for the vendor and/or builder:

Name

First Name: _____ Last Name: _____

Company Name: _____

Address

Street: _____ City: _____

Municipality: _____ Postal Code: _____

Contact Information

Email Address: _____ Phone Number: _____

4. When did you take possession of your home? (if applicable)
5. Was the home occupied at any time before you took possession?
No Yes – Fill out below who occupied the home and for how long

6. Are there any civil actions, lawsuits, or liens involving the home/property?
No Yes – Please provide the details below

7. Did you provide any labour and/or materials for the construction of the home?
This includes work you completed personally, materials you have supplied, as well as trades over which you had control or contracted with directly.
No Yes – Please provide the details below

8. Is the construction of the home complete?
Yes No – Please provide a list of what remains to be finished/completed
(do not include deficiencies in work that is complete)

9. Has the contract been completed in full or was it terminated prior to completion?

10. If the contract was terminated, please explain

11. Are you aware of any other homes currently under construction, for sale, or sold by the same vendor and/or builder?

No Yes – Please provide the address(es) below

Purchaser/Owner Outcome

12. What would you like the outcome of your complaint to be?

Purchaser/Owner Reason for Complaint

13. Please provide a brief description regarding your complaint. Please refrain from including any deficiencies with your home in this section as they will be included further on in the complaint process.

Third Party/Other Questions

14. What is the stage of the construction of the home? (if applicable)

15. Who is the builder of the home?

Name

First Name: _____ Last Name: _____

Company Name: _____

Address

Street: _____ City: _____

Municipality: _____ Postal Code: _____

Contact Information

Email Address: _____ Phone Number: _____

16. Who is the vendor of the home (if applicable)?

Name

First Name: _____ Last Name: _____

Company Name: _____

Address

Street: _____ City: _____

Municipality: _____ Postal Code: _____

Contact Information

Email Address: _____ Phone Number: _____

17. Is the home currently listed for sale?

No Yes – Please provide more detail below

18. Is the new home currently occupied or has the new home been previously occupied?

19. Are you aware of any other new homes currently under construction or for sale or sold by the same vendor and/or builder?

No Yes – Please provide the address(es) below

20. Do you know the name of the owner of the property?

No Yes – Please provide the owners contact information below

Third Party/Other Outcome

21. What would you like the outcome of your complaint to be?

Third Party/Other Reason for Complaint

22. Please provide a brief description regarding your complaint including reasons for submitting the complaint.