

# Policy for the Handling of Complaints about Tarion

## Purpose

Policy for the Handling of Complaints about Tarion Purpose The purpose of this policy is to document the handling and resolution process for formal complaints received by Tarion, about Tarion. This policy does not cover complaints about builders - which are handled by the Home Construction Regulatory Authority) the “HCRA”), or complaints about homes/warranty claims - which are handled by the Warranty Services department pursuant to the rules and timelines set out in *the Ontario New Home Warranties Plan Act and associated Regulations*.

## Application

This policy applies to all Tarion staff.

## Principles and Objectives

The process for handling complaints about Tarion must be fair, transparent, efficient, and effective.

**Fair** – The process will be conducted in a manner that is reasonable and even-handed and would be judged as impartial and unbiased by a neutral third party.

**Transparent** – The process and outcome will be clear and understandable to the parties involved, and statistics about the process (i.e.: # of complaints received in the period, types of actions taken to resolve, etc.) will be publicly available.

**Efficient** – The process be conducted in a timely manner.

**Effective** – The process will result in positive change for Tarion, lessening the likelihood of similar complaints in the future.

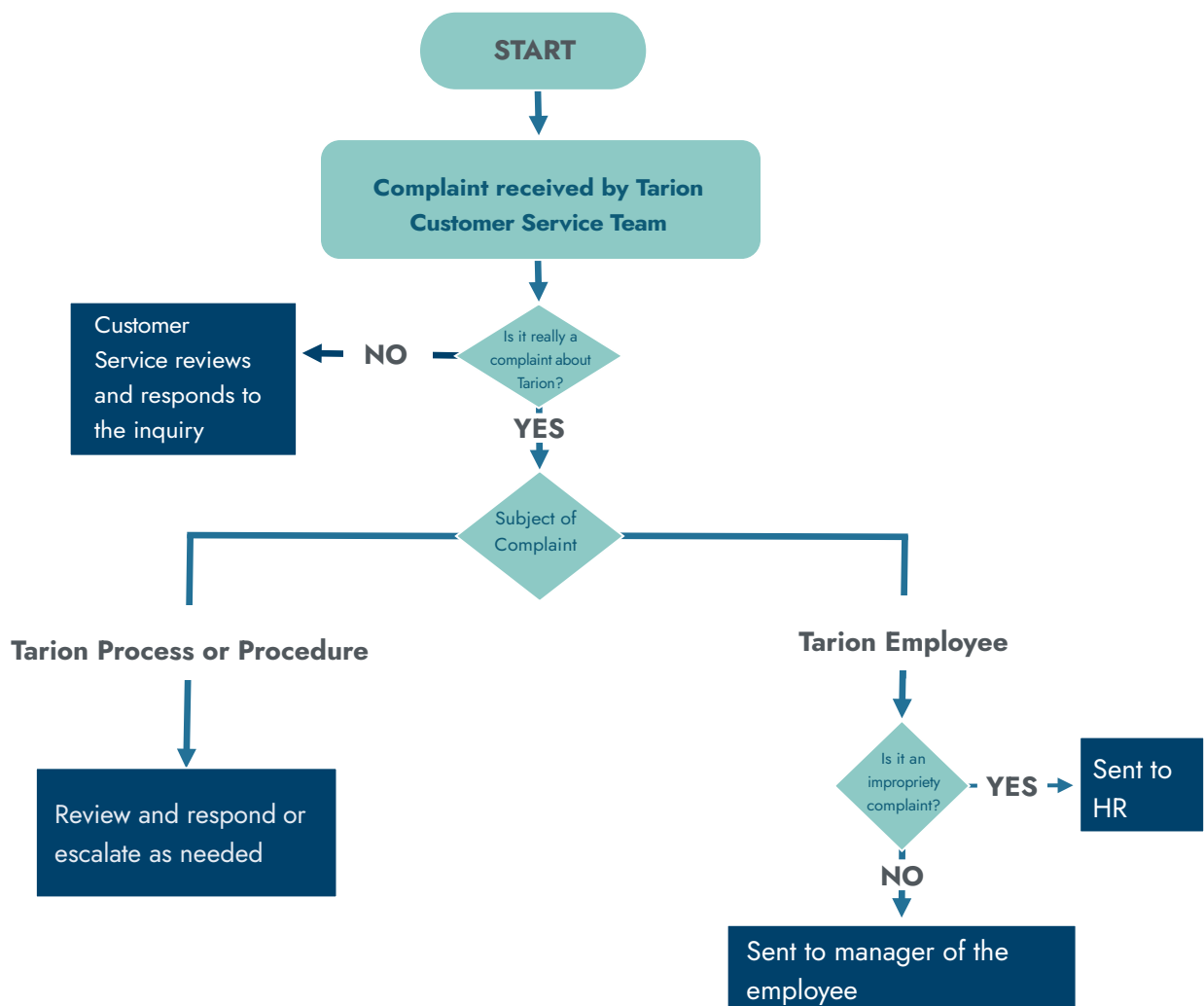
The process documented within this policy will only address complaints received directly by Tarion, about Tarion. For example, if a complaint is received about Tarion by the Ombuds office, it will be handled following their established process (<https://www.newhomeombuds.ca/how-we-work>).

## Complaint Handling Process

Complaints about Tarion can be made through many different channels:

- ❖ Calls to the Customer Service Centre
- ❖ Emails to [CustomerService@tarion.com](mailto:CustomerService@tarion.com)
- ❖ Through the "Complaints" page on Tarion.com
- ❖ E-mails to Tarion staff/management
- ❖ In-person interactions with staff
- ❖ From Ministry representatives, representing complaints received by them
- ❖ Etc.

Regardless of the channel by which a complaint is received, staff are directed to share the complaint with the Tarion Customer Service Team, who will then handle the complaint through to resolution. The handling of the complaint is managed by the following process:



Tarion's Customer Service Team can receive complaints via many channels:

- ❖ The [complaint page](#) on the Tarion website
- ❖ A call to the contact centre (1-877-9-TARION, or 1-877-982-7466)
- ❖ An e-mail to [customerservice@tarion.com](mailto:customerservice@tarion.com)
- ❖ Forwarded by Tarion staff

Once a complaint is received by the Customer Service Team, their first step is to evaluate the complaint to determine if it is a complaint about Tarion. If it is not a complaint about Tarion, but rather a complaint about a builder, the builders' product (the new home), a question or inquiry, or takes any other form, the Customer Service Team will triage it and route it to the appropriate person or department (or to the HCRA).

All complaints about Tarion are then evaluated to determine the type of complaint, to ensure efficient handling of the complaint. Complaints fall into one of 2 broad categories, each of which is handled as follows:

- ❖ **Complaint about a Tarion Process or Procedure:** If it appears the complainant has misunderstood the process, or additional information is required, the complainant is contacted directly. If it appears the complaint is correct and valid, the complaint is reviewed with the appropriate process owner to determine the nature of the flaw or inconsistency in the process or procedure. Where such a problem is identified, the process owner takes responsibility for addressing the issue and contacts the complainant to inform them of the planned change and address any remaining issues.
- ❖ **Complaint about a Tarion employee:** Complaints about Tarion employees are reviewed to determine if there is any indication of impropriety. In situations where there is evidence to suggest that there may have been improper conduct, the complaint is forwarded to the Human Resources department. In all other cases, the complaint is forwarded to the appropriate manager or director of the relevant Warranty Services Representative. The complainant is then contacted to inform them whether their complaint has been escalated, and to whom.

## Tracking and Reporting

The Customer Service team will log all complaints about Tarion that are received by them through this process. The Annual Report will include a summary of the complaints, detailing:

- ❖ The number of complaints about Tarion received in the calendar year;

- ❖ A breakdown of the type of complaint (about a Tarion process or about employee conduct); and,
- ❖ An indication of how each complaint type was handled, and any process, procedure, or training changes that have been implemented because of the complaints.

### *Policy Review*

This policy is reviewed annually.