

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 includes complaints about Tarion's processes, policies or employees, but does not include disputes about warranty or chargeability assessments. To view options for disputing warranty assessments, visit [Conciliation process, assessment & resolution | Tarion.com](http://tarion.com/conciliation-process-assessment-resolution). For information on how to dispute chargeability assessments, visit [Builder Arbitration Forum | Tarion.com](http://tarion.com/builder-arbitration-forum).

Complaints not within Tarion's Jurisdiction

This policy does not cover complaints about builders - which are handled by the Home Construction Regulatory Authority (the "HCRA"). To view options for filing a complaint about a builder, visit [HCRA's complaints process](http://hrcra.com/complaints-process).

Similarly, if a complaint is received about Tarion by the Ombuds office, it will be handled following their established [process](#).

Complaints regarding a condominium board can be raised with the Condominium Authority of Ontario. Complaints against a condominium manager can be raised with the Condominium Management Regulatory Authority of Ontario.

For any complaint that does not fall within Tarion's jurisdiction, a complaint will have to be raised with the appropriate authority.

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., number of complaints received in the period, types of actions taken to resolve, etc.) will be publicly available.

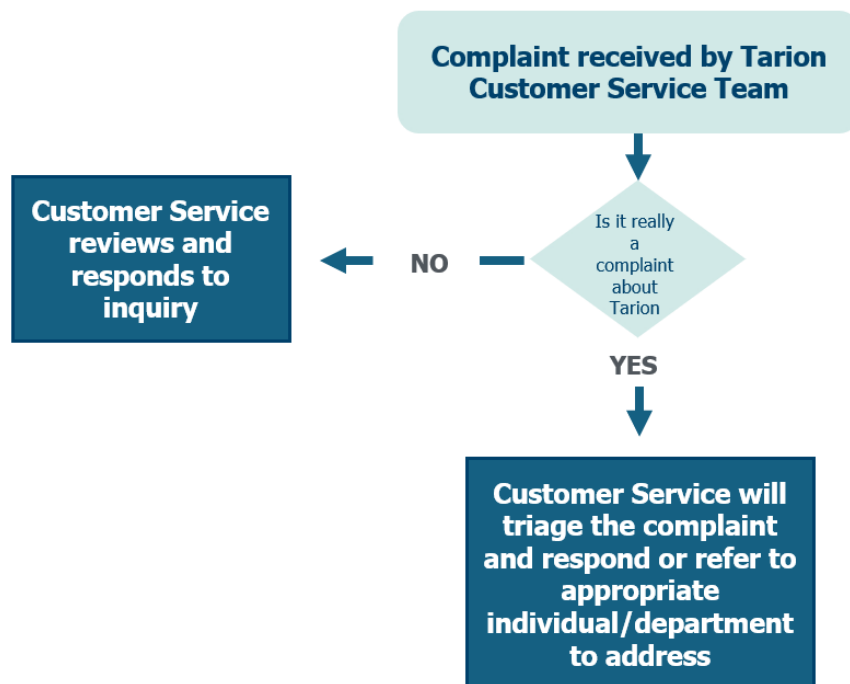
Efficient – The process will be conducted in a timely manner.

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

Complaint Handling Process

If you have a complaint, you can use one of the following options to contact Tarion:

- ❖ The [complaint page](#) on the Tarion website
- ❖ Call the Customer Service team (1-877-9-TARION, or 1-877-982-7466)
- ❖ Email customerservice@tarion.com



Tracking and Reporting

The Customer Service team will log all complaints about Tarion received through the complaints page, call or email to the customer service team, and the [Annual Report](#) will include a summary of the complaints, detailing:

- ❖ The number of complaints about Tarion received by Tarion in the calendar year;
- ❖ A breakdown of the type of complaint; and,
- ❖ An indication of how many complaints were responded to and resolved. This includes instances where an apology or assistance was provided, contact information

of the appropriate authority was provided and cases that were resolved through investigations by Tarion.

Policy Review

This policy is reviewed annually.