

## CHECKLIST FOR GRIEVANCES

- I filed an informal grievance (DATE: \_\_\_\_\_)  
(Grievance = a complaint regarding CRHA's action or failure to act in accordance with the lease or law, which adversely affected me; the grievance must also state what I want CRHA to do about it)
- I prepared for informal discussion:
- Asked witnesses to come with me (if any)
  - Got copies of my relevant documents (if any)
  - Reviewed my file at CRHA (if necessary)
- I had an informal discussion within 7 days after grievance was filed
- If no informal discussion scheduled, sent letter reminding CRHA and requesting discussion (DATE: \_\_\_\_\_)
- I received a summary of the informal discussion within 10 days after the informal discussion that notified me of:
- o The names of the participants
  - o The date of the meeting
  - o What CRHA decided to do about my grievance
  - o The reasons CRHA decided to do what it is going to do
  - o The steps I must take if I want to request a formal grievance hearing
- I requested a formal hearing within 21 days after the date of the summary of the informal discussion (DATE: \_\_\_\_\_)
- Formal hearing was scheduled within 21 days from my request for a formal hearing (DATE: \_\_\_\_\_)
- I prepared for my formal hearing:
- Asked witnesses to come with me (if any)
  - Got copies of my relevant documents (if any)
  - Reviewed my file at CRHA (if necessary)
- I received a written decision from the hearing officer of hearing panel within 30 calendar days after my formal hearing (DATE: \_\_\_\_\_)