

Complaint Resolution Policy edited 01/08

1) Statement

- i) QPM, LLC affirms its commitment to ensuring an environment for all tenants and staff that is fair, humane and respectful; an environment that supports and rewards both on the basis of relevant considerations, and which is free from discriminatory, inappropriate, and disrespectful conduct or communication.

2) Purpose

- i) The purpose of this policy is to provide a single system to deal with all types of complaints, ranging from minor administrative matters to more serious deeply held grievances concerning unfair, unjust or unreasonable behavior and/or outcomes.

3) Making a Complaint

i) Informal

Many problems can be resolved informally and without the need for further action. Tenants are strongly encouraged to seek immediate assistance from the property manager regarding all issues regarding tenancy, this includes issues with outside vendors who provide a variety of services on the properties. It is first the manager's responsibility to amicably resolve tenant issues. Grievances can be submitted verbally or in a written form but the informal process means the tenant agrees to allow the manager to resolve the issue, in a timely manner that serves the interest of both parties in a mutually beneficial way. By allowing both sides to clarify their positions, an informal complaint can often lead to a better understanding of the nature of the problem and a satisfactory solution for those concerned.

ii) Formal

If an informal complaint has not been resolved, if it relates to potentially harmful circumstances, illegal behavior or where the facts are in dispute, a formal complaint should be made. Any formal complaint must be in writing to ensure that the issues raised are clear and that all those who will be involved in the resolution of the complaint have a shared understanding of the substance of the complaint. *Formal complaints can not be made anonymously.* All complaints of this nature are handled by the QPM Business Office.

A formal complaint will be acknowledged in writing, by the Business Office within three working days of receipt. A formal investigation will be conducted by one of the owners' representatives, who will then consider the complaint and the appropriate measure of resolution. Once a solution has been determined it will be enacted immediately and the tenant will be given a written statement of the resolution within 10 working days.

4) Vexatious

- i) Some complaints may be vexatious in that they are designed to harass or annoy; to cause delay or detriment; or for other wrongful purpose. The Business Office will examine complaints which may appear to be frequent and frivolous complaints and determine whether or not they are “vexatious”. If it is determined that a tenant is engaging in such behavior, all subsequent complaints will be dealt with on a priority scale that is relevant to the schedule of the property manager or Business Office and a decision may be made to cease dealing with the complainant.

5) Referrals

- i) There are a number of complaints that must be referred to outside agencies. External referrals may be appropriate or mandatory if the complaint concerns criminal acts, safety and habitability violations and misconduct or violence which involves children. In all cases where mandated, QPM will report such situations to the proper authorities.

QPM is strongly committed to customer satisfaction by providing exceptional customer service. We are dedicated to finding an amicable resolution to all complaints that is mutually beneficial . No complaint is too small or too big and we encourage tenants and vendors to discuss their grievances candidly with the assurance that the issues will be handled professionally and to their satisfaction.

When making a formal complaint, please submit your request to you property manager who will forward it to Home Office. If your formal complaint is of a private nature please use the following forwarding address:

QPM, LLC
Customer Service Department
P.O. Box 1724
Novato, CA. 94947
fax: (415) 893-9173