

Office of the Retirement Homes Regulatory Authority Complaints Review Officer

POLICY FOR TIMING FOR COMPLAINTS REVIEW OFFICER DECISIONS

The *Retirement Homes Act, 2010* does not specify a timeframe for disposition of complaint reviews by the Complaints Review Officer (CRO). As such, this *Policy* is intended to address the timing for complaint reviews.

The CRO shall endeavour to dispose of a matter within three (3) months of the receipt of a request for a review.

Some matters may not be able to be completed within that timeframe. In such a case, the CRO will provide the complainant with an explanation in writing for the delay after 90 days and then every 30 days thereafter (see Appendix A for template notification correspondence).

In uncomplicated reviews, where timelines are also met by the complainant, matters can generally be completed with the 90 days, if not sooner. Some reviews are much more complicated than others and require additional time in order to conduct a fair and adequate review. Some of the factors leading to delays include:

- When the complainant wishes to provide additional information;
- The number of issues in the complaint;
- The complexity of the issues;
- The number of reviews requested within the same time period (there is currently only one CRO. In the case of multiple reviews requested, reviews are triaged by severity of issues raised); and
- Whether additional information has to be obtained from the Retirement Homes Regulatory Authority (RHRA).

The CRO is continuously reviewing the process by which reviews are handled in an effort to identify ways to complete the process more quickly, without compromising the integrity of the process.

Appendix A - Sample Delay Letter

I am writing to advise you that I have not yet rendered a decision in this matter.

The primary reason for the delay as of (DATE) is that (EXPLANATION).

I will endeavour to provide you with a decision by (DATE). Should I be unable to do so, I will update you in writing every 30 days until a decision is rendered.

Please be advised that although these timelines are not unusual, it is my policy to send you this correspondence. Thank you for your patience. If you have any questions, please feel free to contact me by return email.

February 14, 2020