

In striving to meet its Mission and Vision, M'akola relies on the following Values to guide its work:

- Aboriginal-focused
- Community-based
- Culturally-grounded
- Ethical
- Holistic
- Honest
- Inclusive
- Partnering
- Pride
- Quality
- Relationship-building
- Respectful of boundaries and roles
- Responsive
- Safety
- Stability
- Transparency

In order to meet these values, M'akola has the Complaint Process outlined to guide you when you have an issue/concern/complaint with either another tenant, employee or with your Tenancy Agreement. We trust that this process provides you tools to be heard and for M'akola to effectively improve the quality of our services by re-examining concerns expressed by tenants or other community members.

There will be no negative consequences for bringing forward a Complaint or concern to M'akola.

Results of a Complaint made about another tenant cannot be disclosed due to the Privacy Act, however, be reassured the matter will be dealt with appropriately.

## South Island

### Victoria

2009 Fernwood Rd.  
Victoria, BC, V8T 2Y8  
1-877-384-1423  
Tel: (250) 384-1423  
Fax: (250) 381-1438

### Duncan

#26 – 3170 Gibbins Rd.  
Duncan, BC, V9L 1G5  
Tel: (250) 746-1785  
Fax: (250) 746-1707

## Mid-Island

### Nanaimo

#22-3201 Shenton Rd.  
Nanaimo, BC, V9T 5X6  
Tel: (250) 756-4217  
Fax: (250) 756-4262

### Port Alberni

#17-3777 Argyle Way  
Port Alberni, BC, V9Y 8C7  
Tel: (250) 723-9855  
Fax: (250) 723-1744

## North Island

### Campbell River/Courtney

#47a-300 Robron Road  
Campbell River, BC, V9W 5P2  
Tel: (250) 932-4145  
Fax: (250) 923-2597



## The Complaint Process

### Vision Statement

To provide homes\* primarily for Aboriginal people, where they can have pride and feel connected to traditional values and a community.

\* “Homes” includes a range of residential programs and services, including those that provide appropriate care and support

### Mission Statement

To provide affordable and appropriate homes primarily for Aboriginal people on Vancouver Island, and to enhance community partnerships.

[www.makola.bc.ca](http://www.makola.bc.ca)

## If you have a complaint about another tenant:

- Know the facts of your concern, write them down
- Attempt to speak with the tenant directly, keep to the facts!
- Use sensitive communication & work to reach a solution both of you can live with
- If that doesn't work, complete the complaint form found at [www.makola.bc.ca](http://www.makola.bc.ca) or contact your local office
- Forward it to your Regional Property Manager. A response will be given within 5 working days
- M'akola may provide a referral to see if mediation works for your situation
- If you do not agree with the steps taken, you may put your complaint in writing to the Chief Executive Officer
- A response will be given within 5 working days
- Or contact the Residential Tenancy Branch to discuss your circumstances
  - [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca)
  - Victoria: 250-387-1602
  - Elsewhere in BC: 1-800-665-8779
- If there is no resolution a Notice to End Tenancy may be issued

## If you have a complaint about an employee:

- Know your facts of the situation & write them down
- If possible, speak with the employee directly, keep to the facts
- Otherwise, complete the Complaint Form found at [www.makola.bc.ca](http://www.makola.bc.ca) or contact your local office
- Send the form to the Head Office (Victoria) and it will be forwarded to the employee's immediate supervisor. A response will be given within 5 working days.
- If you do not agree with the decision, you may request for your complaint to be forwarded to the Chief Executive Officer.
- The Chief Executive Officer will review and respond within 5 working days
- If you are still unhappy with the resolution, you have the right to contact the Ombudsperson at:
  - [www.bcombudsperson.ca](http://www.bcombudsperson.ca)
  - 1-800-567-3247 or
  - Victoria: 250-387-5855

## If you have a complaint about your Tenancy Agreement:

- Know your rights & responsibilities as a tenant
- Review your Tenancy Agreement.
- If misplaced, ask for another copy
- Visit the Residential Tenancy Branch
  - [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca)
- Know what the problem is
- Provide documents to support your position, if possible
- Address the issue directly if possible with the Tenant Relations Liaison/Regional Property Manager
- OR complete the Complaint Form found at [www.makola.bc.ca](http://www.makola.bc.ca) or contact your local office
- A response will be given within 5 working days to set up time to meet
- Respectfully put forward your solutions and listen to their suggestions
- Postpone the meeting if tensions arise & try again in a few days
- If communication has broken down and is unresolved you have the right to apply for a Dispute Resolution
  - Victoria 250-387-1602
  - Elsewhere 1-800-665-8779
  - [www.rto.gov.bc.ca](http://www.rto.gov.bc.ca)