

Flowchart of a complaint process

Complaint from a resident received about a smoking situation.

1

Property manager or cooperative board representative talks with complainant to clarify situation and ensure all facts are known.

2

Property manager or cooperative board talks with person who is named in the complaint, if known.

- Present concern
- Clarify person's position and actions

3

Facilitate a meeting between residents (complainant and person named).

- If all parties agree, hold a meeting to discuss the complaint.
- Have each person explain what happened, the impact and how they feel
- Discuss options for solutions
- Gain ideas from each person on willingness to try solutions
- Reach an agreement, trial period, etc.

4

Initiate formal complaint process if parties are not able to achieve a satisfactory solution.

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