

Internal Review Policy

The Housing Services Act, 2012, gives RGI applicants and tenants the right to a review of decisions made, under certain circumstances. The Foundation has put in place an Internal Review procedure which respects the rights of the applicants and tenants and enables them the opportunity to be heard.

1. The Internal Review Committee will be composed of the Executive Director and the Housing Coordinator who *was not* involved in the original decision.
2. The Committee will handle tenant or applicant requests for reviews of the following types of decisions: Tenant selection, Over-housing, Special Needs Designation, Internal Transfers.
2. The Committee will not make decisions which are contrary to the law, or clearly against the spirit or the intent of Board-approved policies. It will, however, consider exceptional circumstances which may not have been considered when the policies were made.
3. The Committee will use precedent in making its decisions, and will aim to treat all applicants and tenants equitably.
4. The Committee will also consider the impact of its decisions on the appellant, other tenants or applicants, on the Foundation staff, and on the well-being of the Foundation.
5. A Committee meeting will be scheduled within five days of a review being requested.
6. The Housing Coordinator who was involved in the original decision will make every effort to ensure that the applicant understands how/why the decision was made and that they have opportunity to request a Review of the Decision.
7. When the Housing Coordinator receives a written request for review, he/she will complete the Request for Review Form (see Forms), attach it to the appellant's letter and forward same, along with any documentation used to make the original decision, to the Executive Director. The Executive Director will make copies for the other Committee Member and will give it to his/her at the Meeting.
8. The Housing Coordinator who received the Request for Review will notify the appellant when their case will be heard. If appellants wish to appear before the Committee, the Housing Coordinator will schedule their appearance at the meeting.
9. The Committee will normally operate by consensus.

10. Appellants may bring a translator, family members, friends, or other advocates of their choice. The Executive Director may limit the number of advocates at his/her discretion.
11. The Housing Coordinator who made the original decision may also attend the meeting to present information.
12. Decisions will not normally be made while the appellant waits, even if they have been present.
13. During and following the meeting, the Executive Director will complete a Decisions Form (see Forms) for the appellant, documenting the decisions made, and the reasons for the decision. These forms will be faxed or otherwise communicated to the Housing Coordinator the day after the meeting.
14. The Housing Coordinator will inform the appellant of the decision within 5 business days of the meeting. He/she will also place one copy of the Decisions Form in the internal review binder (Central Files), and one copy in the Tenant's file.
15. The decision of the Internal Review Committee is final.