



**PSP Military Housing**  
**Logement Militaire PSP**  
**CFSG / GSFC (O-G)**  
**200 De Niverville Private**  
**Ottawa, Ontario K1V 7N5**  
**(613) 521-2696**  
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## **Occupant Complaint Resolution Process**

The main focus at PSP Military Housing (PSPMH) is to provide a high degree of customer service. As part of our commitment to deliver that service, we rely on your input to identify areas of concern.

As a PSPMH occupant, there may be times when you feel that our service is not up to the standard that you expect. Please refer to the steps below, which detail our complaint resolution process.

### **Step 1**

**Occupant-** Bring your concern to the attention of the PSPMH office staff by telephone, email or in person.

**PSPMH response-** The PSPMH staff will discuss the situation with you and attempt to find a solution.

### **Step 2**

**Occupant-** If you feel that your concern has not been addressed to your satisfaction, you may wish to forward your complaint in writing to the PSPMH Property Manager. This serves two purposes:

1. It will provide a historical summary of all events for both you and the PSPMH Property Manager.
2. You'll have a written record of your complaint.

**PSPMH response-** The PSPMH Property Manager will investigate your complaint and will reply in writing within a reasonable timeframe (approximately 72 hours), advising you of the steps being taken to resolve the situation.

### **Step 3**

**Occupant-** If the issue cannot be resolved at the local level, you may wish to forward your complaint in writing to Canadian Forces Support Group, (CFSG Ottawa-Gatineau) at the following address:

Maria Pierre-Noel ( [pierre-noel.maria@cfmws.com](mailto:pierre-noel.maria@cfmws.com) )  
Senior Manager, Personnel Support Programs, CFSG (Ottawa-Gatineau)  
**Canadian Forces Morale & Welfare Services**

**CFSG Ottawa-Gatineau response** – The Senior Manager will coordinate efforts to resolve your complaint. During the course of the investigation into your complaint, details of the situation will be sought from the PSPMH Property Manager and/or the PSP Military Housing Staff and you may also be contacted to provide clarification or further information at that time. Once the matter has been thoroughly investigated, the Senior Manager will advise you of the outcome in writing. If the investigation of your complaint is expected to take more than three weeks, a letter acknowledging receipt of your complaint and advising when you may expect a reply will be sent.