

**ADMINISTRATIVE COMPLAINT FORM**

Please complete the following form. If you have questions or require assistance to complete the Administrative Complaint Form, contact the RHRA at 1-855-ASK-RHRA (1-855-275-7472) and speak with a Client Services Representative.

**Section 1: Complainant Information**

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

Please indicate the best time and manner in which to contact you: \_\_\_\_\_

**Section 2: Details of Complaint (Please add additional pages as needed)**

Please describe your complaint including the information requested below:

- a) Please provide a one-paragraph summary to tell us about your complaint (if applicable, attach supporting documents – copies only)
- b) Please provide a chronology of the events of your complaint, referencing supporting documents specific to the actions and conduct of the RHRA or its representative(s)
- c) Please provide a description of any efforts you have made to resolve this matter
- d) Please state what you hope will happen as a result of your complaint

**Section 3: Acknowledgement, Consent & Signature**

If you have any questions about how to file your complaint, please call 1-855-275-7472. Please note that we cannot discuss your situation in detail or any resolution until after a complaint form has been submitted.

I have read and I understand the following:

- I am filing the complaint for investigation and consideration by the RHRA and not for personal gain or any other purpose.
- I have attached copies of documents that relate to my complaint.
- I understand that all of the information that the RHRA receives from me and from other parties in the course of the investigation of this complaint may also be provided to the named RHRA representative(s).

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**Date Signed**

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**Signature of Complainant**

Completed forms may be mailed/faxed or emailed to:

Retirement Homes Regulatory Authority  
Attention: Administrative Complaints Intake

55 York Street, Suite 700  
Toronto, ON M5J 1R7

Fax: 1-855-631-0170

Email: [info@rhra.ca](mailto:info@rhra.ca)

Subject Line: **Private and Confidential – Administrative Complaints Process**