

# MHBA CONSUMER COMPLAINT PROCESS



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1.) The complaint process is triggered when the MHBA receives a written complaint (email or letter) regarding a builder or renovator member. The MHBA will require complaints to be provided in writing so that they can be shared with the member involved. Phone complaints and anonymous complaints will not be considered applicable to this process.

2.) When a written complaint is received by the MHBA, the MHBA will acknowledge receiving the complaint and will contact the member involved informing them that a complaint has been received. The complaint will be shared with the member and the MHBA will request information on how the member will address the complaint.

3.) The members will acknowledge they have received this notification from the MHBA within 3 business days.

4.) The member will notify the MHBA within a reasonable amount of time (5 business days) on what actions the member has taken or will be taking to address the complaint and the timeframe for those actions.

5.) If the member feels that all reasonable steps have been taken to adequately address the complaint, they will inform the MHBA of this. They may also provide recommendations on potential alternative solutions that the consumer could attempt (such as opening a claim with the warranty provider, etc.).

6.) Should the member respond directly to the consumer regarding the complaint, they will copy the MHBA on their initial response. Should the member wish to respond to the MHBA only, the MBHA will respond to the consumer with the complaint.

7.) The MHBA will assist the member as needed to help resolve the complaint in a timely fashion.

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## FAILURE TO ACT:

8.) Should the member fail to acknowledge or respond to the MHBA's notification of the consumer complaint within 5 days, the MHBA office will resend the email and call the member's prime contact directly.

9.) Should the member fail to respond following the second email and follow up phone call, the Executive Committee and the Membership & Marketing Committee will be notified of the situation and review the complaint at the next scheduled committee meeting. In the case of a renovator member, the Renovation Council will also be notified and will review the complaint at the next scheduled meeting. The committee's discussions will be shared with the member involved.

10.) Should the member fail to respond following the complaint's review by MHBA committees, the MHBA Board of Directors will be notified and review the situation at the next scheduled Board of Directors meeting. The member involved could potentially have their membership status impacted at this point.

For any questions pertaining to MHBA's consumer complaint process, please contact Miriagh Johnson at [mjohnson@homebuilders.mb.ca](mailto:mjohnson@homebuilders.mb.ca)