

- [About CHRA](#)
  - [What is community housing?](#)
  - [Community housing legislation](#)
  - [About the CHRA register](#)
  - [The register](#)
- [Applying for registration](#)
  - [Eligibility criteria](#)
  - [How to apply](#)
  - [How we assess applications](#)
  - [After the decision](#)
  - [Once registered](#)
- [Information for CHPs](#)
  - [Performance standards & guidelines](#)
  - [Guidance notes](#)
  - [Annual reporting](#)
  - [Change and disclosure reporting](#)
  - [Suspension and revocation of registration](#)
  - [Disputes, complaints and appeals](#)

 

#### [Menu](#)

 

- [About CHRA](#)
  - [About CHRA](#)
  - [What is community housing?](#)
  - [Community housing legislation](#)
  - [About the CHRA register](#)
  - [The register](#)
- [Applying for registration](#)
  - [Applying for registration](#)
  - [Eligibility criteria](#)
  - [How to apply](#)
  - [How we assess applications](#)
  - [After the decision](#)
  - [Once registered](#)
- [Information for CHPs](#)
  - [Information for CHPs](#)
  - [Performance standards & guidelines](#)
  - [Guidance notes](#)
  - [Annual reporting](#)
  - [Change and disclosure reporting](#)
  - [Suspension and revocation of registration](#)
  - [Disputes, complaints and appeals](#)

- [About CHRA](#)
- [What is community housing?](#)
- [Community housing legislation](#)
- [About the CHRA register](#)
- [The register](#)

- [Applying for registration](#)
- [Eligibility criteria](#)
- [How to apply](#)
- [How we assess applications](#)
- [After the decision](#)
- [Once registered](#)

- [Information for CHPs](#)
- [Performance standards & guidelines](#)
- [Guidance notes](#)
- [Annual reporting](#)
- [Change and disclosure reporting](#)
- [Suspension and revocation of registration](#)

- [Disputes, complaints and appeals](#)

1. [Home](#)
2. [Information for CHPs](#)
3. Disputes, complaints and appeals

# Disputes, complaints and appeals

This page contains information relating to resolving disputes, making a complaint, and appealing Community Housing Regulatory Authority (CHRA) registration decisions.

## Tenant complaints about a registered CHP landlord

If you are a tenant with a complaint about a registered CHP landlord, we encourage you to use all available, lawful methods to resolve the matter with the landlord before approaching us.

Read more about [making a complaint\(external link\)](#).

## Complaints about CHRA

There are various ways in which a community housing provider's (CHP's) dispute with CHRA can be resolved without appealing to the District Court.

Read more about [dispute resolution\(external link\)](#).

## Appeals to the District Court

A CHP may appeal to the District Court in relation to CHRA's decisions affecting registration such as refusing registration or suspending or revoking registration, or refusing to revoke registration where this has been requested by the CHP.

Read more about [appeals to the District Court\(external link\)](#).

More information about Disputes, complaints and appeals:

- [Dispute resolution](#)
- [Appointing a mediator](#)
- [Making a complaint](#)
- [Appeals to the District Court](#)

### [Information for CHPs](#)

#### Information for CHPs

- [Performance standards & guidelines](#)
- [Guidance notes](#)
- [Annual reporting](#)
- [When do you need to report?](#)
- [How to complete your annual reporting](#)
- [How we monitor CHPs](#)
- [Submitting your annual reporting](#)
- [Availability of information](#)
- [Change and disclosure reporting](#)
- [Suspension and revocation of registration](#)
- [Disputes, complaints and appeals](#)
- [Dispute resolution](#)
- [Appointing a mediator](#)
- [Making a complaint](#)
- [Appeals to the District Court](#)

## Main Menu

- [About CHRA](#)
- [Applying for registration](#)
- [Information for CHPs](#)

## Quick Links

- [Apply for registration](#)
- [CHRA Register](#)
- [Annual reporting obligations](#)
- [Performance Standards and Guidelines](#)
  
- [Guidance notes](#)
- [Legislation](#)
- [Forms and resources](#)

## More Information

- [Site map](#)
- [Income Tax Exemption and Donee Status](#)

□

- [Contact Us](#)
- [PRIVACY STATEMENT](#)
- [COPYRIGHT STATEMENT](#)

© 2021 Community Housing Regulatory Authority