

GLEN OAKS CO-OPERATIVE HOMES INC.

COMPLAINT PROCEDURE

In the normal course of operations, conflicts will arise between the Co-op and its members and/or between various members .

- 1] Members should attempt to talk with each other and resolve problems together. If this does not bring about the desired results, members can take more definite action by following the complaint procedure.
- 2] If a member has a complaint, the matter will be brought to the Board, in writing by means of the attached Complaint Form. The Co-op will seek to maintain confidentiality with respect to the complaint.

The levels to be notified of the complaint are: the Board, the particular Committee which makes recommendations on the area of member's concern (which the Board has referred this complaint to) and the Co-ordinator.

- 3] A Member can obtain a copy of the Complaint Form from the Co-op office. It should be addressed, in confidence, to the Co-op and delivered to the Co-op office.

The Co-ordinator will bring the complaint to the next Board meeting.

- 4] The Board will determine if they will address the problem themselves, or if it will be referred to a specific committee. The Board will notify the member in writing which committee has been delegated to address their complaint.
- 5] The Committee will make recommendation to the Board on a course of action (or no action and why) at the next Board meeting, after meeting with the member who made the complaint (if they are required).

The Committee will indicate to the Board whether or not they feel the member who made the complaint is in agreement with their recommendation.

- 6] If the situation is not resolved by the Committee and the member, and the member still wants to pursue the grievance, then a meeting will be scheduled with the Board Executive Committee to address the grievance.

In some cases the Co-op's Executive may need to meet with the member to evaluate the grievance. All proceedings should be kept informal and all information should be kept confidential. Minutes will be taken of this meeting.

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- 7] The Board will confirm their decision in writing to the member who made the complaint and to the member in question.

- 8] A copy of the grievance and the final decision will be kept in both members' unit files and in the Co-op's Executive Minute Book. The final decision will be confirmed by the Board at their next regularly scheduled Board Meeting - with referral to the Executive Minutes for the member's name & unit number.