

Clairvue Housing Co-operative Inc.

Policy Name:	Complaint Policy
Contact Officer:	Renee White, 519-351-6307
Date Approved by Board of Directors:	N/A
Date Approved by General Membership	N/A
Date Certified:	N/A

Reference:

Social Housing Reform Act 2000, sect. 113 (6-8)

Policy:

In the normal course of operations, conflict 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 result, member can take a 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 referred this complaint to) and the coordinator.

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 coordinator 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 a 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 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.

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 member's files and in the Co-op' 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 and unit number.

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Complaint Form

In order for the Board of Directors to proceed and assess your complaint, please print the following information:

Name(s): _____ Date: _____

_____ Telephone No.: _____

Unit No.: _____

Description of complaint, indicating whom you are complaining about, and what By-law or rule is being violated:

Have you made at least one attempt to deal personally with this problem?

Signature(s): _____

Date Received by Coordinator: _____

Date form passed on the Board of Directors: _____

Report:

Action Taken:

