

GRIEVANCE POLICY

ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED/ THE FOLLOWING PRACTICES AND PROCEDURES WERE ADOPTED BY THE BOARD OF DIRECTORS TO BE FOLLOWED WHEN IT IS ALLEGED THAT A MEMBER HAS VIOLATED THE TERMS OF A BYLAW OR POLICY OF THE CO-OPERATIVE.

Date adopted by the Board of Directors:	<u>December 19, 1991</u>
Date amended by the Board of Directors:	<u>February 27th, 1997</u>
Date confirmed by the Members:	<u>April 24th, 1997</u>
Date amended by the Board of Directors:	<u>October 18th, 1997</u>
Date confirmed by the Members:	<u>November 23rd, 1997</u>

- 1.1 For the purposes of this statement "grievance" means a complaint brought by one member or group of members against another for an alleged violation of a policy or bylaw of the Co-op, including the right of members to quiet enjoyment of their homes. Complaints about actions or behaviour that do not relate to such policies or bylaws are not the responsibility of the Co-op.
- 2.1 Grievances against a member of the Co-op by another member or by the Coop as a community (as represented by the Board of Directors) will be dealt with in a common-sense manner which respects the rights of the individual member and the Co-op as a whole.
- 3.1 Members **must** take the following steps in making their legitimate grievances known:
 - (a) Talk to or write to the member against whom you have a complaint.
 - (b) Be specific about your complaint so that the other person knows what happened, when and where it happened, and why you believe there has been a violation.
 - (c) With respect/ openness and a co-operative attitude, discuss the manner in which the violation can be alleviated. The following suggestions may be of assistance to members attempting to resolve a **noise** grievance:
 - * wear slippers/soft-soled shoes when at home;
 - * communicate — tell people when you plan something noisy such as birthday parties or assembling furniture;
 - * reduce the volume of music, and/or reduce the bass;
 - * fill out work orders to fix preventable mechanical sources of noise;
 - * control dogs barking;
 - * put felt on the feet of chairs and other furniture that may move;
 - * do something to focus attention on something other than the noise;
 - * go to the other apartment to share experiences between the complainant and the alleged violator;
 - * check the true source of the noise, remembering that sound carries/ so it may be coming from somewhere else;
 - * accept and tolerate every day living sounds.
- 3.2 If you can reach an understanding, forgive and forget.

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- 3.3 If you cannot reach an understanding/ you may contact the Office and complete the Grievance Record/ which follows and forms part of the Policy.
- 4.1 **After the Grievance Record is received by the office, the Board and Staff will deal with the Grievance (only if the complainant has followed through with Step 3) in the following manner:**
- (a) **The Griever will be provided with a copy of the Grievance Policy and Record.**
 - (b) **The Griever must complete the Record and return to the office. Upon receipt, the office will copy the grievance record to the alleged violator and request that the alleged violator complete a response to the grievance within seven (7) days, and said response will be provided to the griever.**
 - (c) **The Grievance will be addressed by the Board at its next in-camera meeting, with or without a response from the alleged violator.**
 - (d) **A response with a board decision and/ or recommendation will be forwarded to the parties involved within ten (10) working days of the in-camera meeting.**
 - (e) **The parties will have to adhere to the decision of the Board. If one or both parties do not adhere to the decision of the Board, the Board may decide to use the Co-op's Occupancy By-law (By-law No. IV) to commence the eviction process.**