

# Beechwood Co-operative Homes Inc.

## Grievance Policy

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### Section 1: Policy Purpose

The Purpose of this policy is to:

- 1.1 Determine a definition for 'grievance'
- 1.2 Establish a process for managing grievances within the Co-op

### Section 2: Our Definition of Grievance

For the purposes of this statement "grievance" means:

- 2.1 A complaint brought by one member or group of members against another for alleged violation of a policy or bylaw of the Co-op, including the right of members to quiet enjoyment of their homes.

Please note, complaints about actions or behaviour that do not relate to such policies or bylaws are not the responsibility of the Co-op.

### Section 3: Our Procedure for dealing with Grievances

Grievances against a member of the Co-operative by another member or by the Co-op 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.

Therefore, members are advised to take the following steps in making their legitimate grievances known:

- 3.1 Talk to or write to the member you have a complaint against.
- 3.2 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.
- 3.3 If you can reach an understanding, forgive and forget.
- 3.4 If you cannot reach an understanding, you may contact the Office and complete the Grievance Record.

Adopted by the Board of Directors: June 28, 1994

Confirmed by the membership: November 20, 1995

## Grievance Record

Members are requested to use this form to inform the Board of Directors of a violation of a Co-op Bylaw or Policy made by another member.

Only written complaints will be considered. Any complaint that is unrelated to such violation will be taken to be outside the purview of the Co-operative and will not be considered by its representative, the Board of Directors. Frivolous complaints or complaints with a mischievous or malicious intent may be treated themselves as violations.

NAME(S) OF THE VIOLATOR(S):

ADDRESS(ES):

WHAT HAPPENED?

WHEN/WHERE DID IT HAPPEN?

WHAT BYLAW OR POLICY DO YOU CONSIDER VIOLATED BY THIS ACTION?

WHAT ATTEMPTS HAVE YOU MADE TO RESOLVE THE DISPUTE WITH THE VIOLATOR(S)? (Describe.)

Grievor's Statement: I have read the Co-op's Grievance Policy and believe that my complaint is the legitimate business of the Co-op.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

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For Office use only.

Received by:

Date:

Action taken: