

# BRITANNIA GLEN CO-OPERATIVE HOMES INC.

## Grievance Policy

Date Approved by the Board: February 10, 2010

Date Confirmed by the Member: February 23, 2010

1. For the purpose 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 by-law of the Co-op, including the right of members to quiet enjoyment of their homes. Complaints about actions or behavior that do not relate to such policies or by-laws are not the responsibility of the Co-op.
2. Grievance against a member of the co-op 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.
3. Members **Must** take the following steps in making their legitimate grievances known:
  - a- Talk 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 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 our work orders to fix preventable mechanical sources of noise;
    - Control dog barking;
    - Put felt on the feet of chairs and other furniture that may move;
    - Check the true source of the noise, remembering that sound carries, so it may be coming from somewhere else;
    - Accept and tolerate reasonable every day living sounds.
4. If you can reach an understanding, forgive and forget.

5. If you cannot reach an understanding/ you may contact the co-op office and complete the Grievance Record, which follows and forms part of the Policy.
6. After a Grievance record is received by the co-op office, the Board and Staff will deal with the Grievance (only if the complainant has followed thought with Step 3 in the following manner:
  - The griever will be provided with a copy of the Grievance Policy and Record.
  - 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
  - The Grievance will be addressed by the Board at its next in-camera meeting, with or without a response from the alleged violator.
  - response with a board decision and/or recommendation will be forwarded to the parties involved within ten (10) days working days of the in-camera meeting.
  - 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. 4) to commence the eviction process.

*Passed by the Board of Directors of Britannia Glen Co-operative Homes Inc. at a meeting properly held on February 10, 2010*

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Secretary

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President

## GRIEVANCE RECORD

Members are requested to use this form as a means of drawing the attention of the Board of Directors/Co-ordinator to the violation by another member of a By-Law or Policy of Britannia Glen Co-operative.

Only **written complains** will be considered. Any complaint that is unrelated to such violation will be taken to be outside the responsibility of Britannia Glen Co-op and will not be considered by its representatives and/or the Board of Directors. Frivolous complaints or complaints with a mischievous or malicious intent may be treated as violations.

**Name(s) of the alleged violator(s)**

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**Address:**

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**What happened?**

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**When did it happen?**

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**What By-law or policy do you consider was violated by this action?**

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**Have you attempted to resolve the dispute by approaching the alleged violator(s)? Describe**

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**If not, Why Not?**

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Griever's statement: I have read Britannia Glen Co-op Grievance Policy and believe that my complaint is the legitimate business of the Co-op.

Name: \_\_\_\_\_  
Please Print

Unit #: \_\_\_\_\_ date: \_\_\_\_\_

Signature: \_\_\_\_\_

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**For office use only**

Received by: \_\_\_\_\_

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

Action Taken: \_\_\_\_\_

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