

**BRITANNIA GLEN CO-OPERATIVE HOMES INC.**  
**Complaint Policy**

Date Approved by the Board: February 10, 2010

Date Confirmed by the Member: February 23, 2010

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, members 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, 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 the Co-ordinator. The Board will notify the member in writing on how the board decides to deal with this complaint.
5. The Co-ordinator will make recommendations 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 Co-ordinator will indicate to the Board whether or not is felt that the member who made the complaint is in agreement with the recommendation.
6. If the situation is not resolved by the Co-ordinator and the member, and the member still wants to pursue the grievance, then a meeting will be scheduled with the Board Executives to address the grievance. In some cases the co-op's executives 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 members' files and in the co-op Board of directors' minute book. The decision will be confirmed by the board at their next scheduled in-camera Board meeting – with referral to the Board of Directors executive meeting for the member's name and unit number.

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

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
President

BRITANNIA GLEN CO-OPERATIVE INC.

COMPLAINT FORM

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

Name: \_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_  
Tel. No: \_\_\_\_\_

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

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 Co-op office: \_\_\_\_\_

Date Form passed on to the Board of Directors: \_\_\_\_\_

Report: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

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

\_\_\_\_\_  
\_\_\_\_\_