

# **WEST HILLS CO-OPERATIVE HOMES INC.**

## **MEMBER RELATIONS POLICY**

### **ARTICLE 1 PURPOSE**

- 1.01 The purpose of this Policy is to establish a fair and workable method for resolving problems concerning interference by one member, the member's family or guest with another's use and quiet enjoyment of their home and the common areas of the co-operative.

### **ARTICLE 2 PROCESS FOR DEALING WITH COMPLAINTS**

- 2.01 Proceedings under this Policy are optional and need not be followed or continued if the member complained about, or the Board of Directors, would prefer to have the complaint brought before the entire Board. The Board may deal with breaches of the co-op's by-laws as they deem appropriate in the circumstances.

### **ARTICLE 3 MEMBER RELATIONS COMMITTEE**

- 3.01 The Board will appoint up to 3 Board Members as the Member Relations Sub-Committee, consisting of the Member Relations Liaison and 1 Assistant Member Relations Liaison and 1 Alternate as required.

### **ARTICLE 4 REGISTERING AND FOLLOWING UP ON A COMPLAINT**

- 4.01 Any member who feels upset about the behaviour or actions of another member, the member's family or guests should first try and speak personally to the member involved.
- 4.02 If a member finds that the problem cannot be solved through a personal contact, or on the rare occasions that a member finds it difficult to approach a member personally about a problem, the member will consult with the Co-ordinator. The Co-ordinator may recommend that the problem be referred to the Member Relations Committee.
- 4.03 Complaints referred to the Member Relations Committee must be in writing and must be signed by the member making the complaint.
- 4.04 If it considers it necessary, the Member Relations Committee will interview all of the people involved in the complaint.
- 4.05 The Member Relations Committee will determine what, in its opinion, is a fair resolution to the complaint and will draw up a settlement agreement to be signed by all members involved in the complaint.

- 4.06 If one or more of the members involved in the compliant refuse to sign a settlement agreement, or do not comply with the settlement agreement, the matter will be referred to the Board of Directors.

**ARTICLE 5  
REFERRALS TO THE BOARD OF DIRECTORS**

- 5.01 Complaints referred to the Board by the Member Relations Committee will be dealt with in the following manner:
- (a) The Member Relations Committee will provide a written background report to the Board prior to discussion at a Board meeting and will give a copy of this report to each of the members involved in the complaint.
  - (b) Parties to the compliant will have the opportunity to be heard by the Board.
  - (c) In determining the final resolution of the complaint, the Board will comply with the Occupancy By-law in terms of the prescribed notices, notice periods and rights of members.

**ARTICLE 6  
DIVISION OF RESPONSIBILITY**

- 6.01 This Policy does not apply to disputes between members which do not involve an alleged breach of the co-ops By-laws, Policies or Procedures.
- 6.02 Complaints which are not within the jurisdiction of the Members Relations Committee, or which the Member Relations Committee does not feel that it can resolve, will be referred to the Board.
- 6.03 The Board has the final authority to resolve disputes and ultimately to terminate the right of a member to remain living in the co-op for breach of the co-opts by-laws and rules in accordance with the Occupancy By-law.

**ARTICLE 7  
CONFIDENTIALITY**

- 7.01 The Co-ordinator, Member Relations Committee and Board will keep confidential all information relating to complaints submitted to them.
- 7.02 Meetings of the Member Relations Committee with the Board, where complaints are being discussed, are not open to general members.

**ARTICLE 8  
CONFLICT OF INTEREST AND BIAS**

- 8.01 The Member Relations Committee and the Board will make every effort to ensure that the persons designated to investigate a complaint are unbiased.
- 8.02 Any member of the Member Relations Committee or Board with a conflict of interest or bias must declare that conflict and abstain from contributing to any decision-making concerning that complaint. If all members declare a conflict, the Board may designate a suitable alternate arbitrator.

**ARTICLE 9  
REMOVAL FROM THE MEMBER RELATIONS COMMITTEE**

- 9.01 Members of the Member Relations Committee will be removed from the Committee and Board for breach of confidentiality.

This policy was approved by the Board of Directors on February 22, 1996.