

ST. GEORGES HOUSING CO-OPERATIVE

MEMBER COMPLAINTS POLICY

In the spirit of harmony and co-operative living, St. Georges Housing Co-operative has defined the following procedures for members to follow, in the event they may have a co-op related complaint.

ABOUT NEIGHBOURS :

The most common complaint about neighbours is noise. Often, people forget they have people living around them, once they have closed their door - they just need to be reminded. The first step is to go and see you neighbour about the complaint. Please do it soon and in a polite manner (rather than working yourself up).

If speaking to your neighbour does not get the desired result, please write a short letter (marked confidential) to the office outlining the complaint (noise or other issues) and what steps you have already taken. The office will forward the letter of complaint to the Board of Directors. Please date and sign your letter. Your signature is needed for legal reasons if necessary but will be kept confidential at the office.

In the rare event of a severe case of disturbance, please **CALL THE POLICE**. Record the incident (referring only to facts), refer to the police record number, note if any charges are to be laid, and forward this written documentation to the Board of Directors within a week after the occurrence. If you wish, your name will be kept confidential and used only if needed for a court case, however, your signature will be needed on the original document.

Obviously, the most painless way of dealing with the matter for all concerned is to work it out without getting third parties like the Board or police involved. When intervention is necessary, remember that your documentation is needed. This avoids hear-say (gossip) which can be counterproductive.

ABOUT COMMITTEES :

If you are concerned about the way a committee is handling an issue, speak to the committee at one of their meetings. You may find that you have misunderstood the committee's actions. Also, the committee will appreciate your constructive criticisms. If this fails, write a letter (marked confidential) to the Board.

ABOUT THE BOARD OF DIRECTORS:

If you are dissatisfied with the Board's or a particular Board Member's performance please write a letter to the Board, again marked confidential, clearly stating the concern. If this does not resolve the problem there are ways outlined in the Co-operative Corporations Act to deal with the situation. Please refer to the Organizational By-law #4 (a copy can be obtained at the office).

ABOUT STAFF:

If you are dissatisfied with the performance of staff either specific to a particular issue, or generally, please inform your Board representative (Staff Liaison Officer). A sealed letter marked "confidential" can be addressed to the Liaison Officer and will be put in the appropriate tray in the office.

NOTE: In all cases, clarify the situation, verify your facts and please refrain from complaining all over the co-op - you may discover later on that the information you have or your perception of things is inaccurate. If you follow the steps outlined above, you will generally find that the co-op is grateful for your constructive criticism.

These five steps are listed here as a guideline for effective conflict resolution:

- 1) Promptly state your concerns regarding the problem.
- 2) Use facts to describe the situation clearly and calmly.
- 3) Ask for the other persons views.
- 4) Review the facts and generate alternative solutions.
- 5) Agree on what each person will do to resolve the problem.

Remember, your signature is always needed to validate your official complaints, yet will be kept either confidential at the office (member complaints) or at the Board level (Board/committee/staff complaints).

Coopérative d'habitation St. Georges Housing Co-operative Inc.

**MEMBER' COMPLAINT FORM
FORMULAIRE DE PLAINTE DES MEMBRES**

**NAME
NOM**

**UNIT
UNITÉ**

**TELEPHONE
TÉLÉPHONE**

Please describe the problem as you see it.
Veuillez décrire le problème tel que vous le voyez.

What have you done so far to attempt to resolve the problem?
Qu'avez-vous fait jusqu'à présent pour tenter de résoudre le problème ?

What do you think the solution might be?
Selon vous, quelle pourrait être la solution ?

Signatures: _____

Date: _____
