

# London Town Cooperative Homes Inc.

## Grievance Procedures

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*Addendum to By-Law 2.*

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Passed by the Board of Directors on: January 13, 2015

# 1. GRIEVANCE

## What Qualifies as a Grievance

Any matter brought to the attention of the Co-op, in writing, will be considered a grievance. Any complaints against other members, or non-members may be considered a grievance. Any matters discussed verbally, but not provided in writing will not be considered a grievance.

**All members submitting grievances will be encouraged to speak directly to the member they are complaining against.**

## 1.1 Upon Receipt

All grievances will be date stamped, and added to the in camera agenda of the next Board meeting. The individual who completed the grievance has a right to expect their personal information will be kept confidential. They may waive this right by indicating on the grievance their willingness to have their name and other information released. A copy will be placed in the file of the member who place the grievance, however no copy will be placed in the file of the member who the complaint is about, to protect the confidentiality of the member. Any clear by-law violations, will be dealt with by the office staff, and a letter sent to the member notifying them of the problem. (ex garbage, or pet matters) If by-law infractions continue to be received the matter will be handled as a grievance.

## 1.2 Grievance Committee

If a Grievance Committee is in place, with the appropriate agreements in place, a copy of the written grievance can be provided to the chair of this committee for handling.

However if the matter is related to the health or safety of the membership. (Ex. Domestic violence, or dangerous conditions inside or outside of a member unit) Any issues in which the severity warrants, will go directly to the Board of Directors for handling.

The Grievance committee will handle the first and second grievance against any member household, and will forward third or additional grievances to the board to be handled.

## 1.3 Board's Role

If no Grievance Committee exists, the Board of Directors will review any grievances, and take the appropriate steps to ensure that the member receives a prompt reply and a reasonable resolution to the matter.

- Grievances will be kept confidential
- Members who have received complaints against them, have a right to defend themselves prior to any actions being taken against them. To that end any severe matters will have a Schedule F issued immediately. (See By-Law 2)
- All other matters regarding conflict between members of the cooperative will be subject to the following procedure.

## 1.4 Procedure

**First grievance** received against any member household, once reviewed by the board, will be provided with a written notice outlining the complaint (without release of any confidential information) and expected resolution to the matter.

**Second grievance** received against any member household, will require attendance at a properly held Board Meeting to discuss the matter with the Directors, and ensure the member understands the problem and that solutions are made clear to the member. This will be followed with a letter to the member outlining the matters discussed and any possible consequences if the issue continues.

**Third Grievance** received against any member household, will require a Schedule F be issued by the Board of Directors including an eviction process. This decision will be made by the Board of Directors. The member will have an opportunity to speak to the matter, and defend any actions that have been put forward in the Grievance. The Board must consider the matter and make a decision on the facts available and follow the appropriate procedures as per the Occupancy By-Law 2.

## 1.5 Timing

- If several complaints are received regarding a singular event, the Board may consider this as One grievance and handle it as required based on the number of previous complaints. (Ex: 3 complaints come in about one event in the cooperative, the member has already had one complaint against them, so a meeting with the member will be scheduled). However if the matter is serious, the Board may immediately schedule a meeting with the member to ensure the issue is dealt with.
- If 2 years pass without any grievances against a single member household. The grievance will be considered a first grievance.
- If unrelated grievances are received for a single member household they will still be treated as consecutive grievances, and handled as 1.4 above. (Ex. First grievance a parking matter, second grievance a noise matter, this will still be considered a second grievance and handled as such)
- Members who have received a letter or an invitation to attend a meeting with the board of directors will be encouraged to provide a response in writing to ensure their concerns are clearly noted in their files.
- Any member households who have not demonstrated an interest in resolving the matter will continue to have the procedure followed unless they pose a threat to the health and safety of the membership. If this is the case the Board will be required to follow the Schedule F Procedures as outlined in By-Law 2.
- Members in arrears and having complaints will have the matters treated separately, as is outlined by the Landlord Tenant Act.

**GRIEVANCE REPORTING FORM**

(use separate form for each complaint)

Information Only \_\_\_\_\_

Requesting Board Action: \_\_\_\_\_

**In order to have your concerns dealt with, please provide the following information:**

NAME: \_\_\_\_\_ UNIT \_\_\_\_\_

Grievance is against: NAME: \_\_\_\_\_ UNIT: \_\_\_\_\_

Have you made any attempt to deal with this problem personally: YES \_\_\_\_ NO \_\_\_\_

Why/ Why Not: \_\_\_\_\_

Please explain Problem: (Include **Dates/Times**, and important details)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (continue on back if necessary)

**Do you wish to have your information released to the other party: YES \_\_\_\_ NO \_\_\_\_**

Are you willing to meet with the other party with the Board present to act as Mediator?

YES \_\_\_\_ NO \_\_\_\_ Explain \_\_\_\_\_

Are there any solutions that you can suggest: \_\_\_\_\_

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

**Member Signature:** \_\_\_\_\_

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

Contact # \_\_\_\_\_

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**FOR OFFICE USE:**

Date received: \_\_\_\_\_ Added to agenda of meeting dated: \_\_\_\_\_

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

By-law infractions: (if any) \_\_\_\_\_ (attach copies)

Meeting with complaintant (if necessary) \_\_\_\_\_ COMMENTS: \_\_\_\_\_

Meeting with Other Party (if necessary) \_\_\_\_\_ COMMENTS: \_\_\_\_\_

RESOLUTION PROPOSED: \_\_\_\_\_

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

Director signature: \_\_\_\_\_

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