

KANATA CO-OPERATIVE HOMES INC.

MEMBER RELATIONS POLICY

Article 1 - PURPOSE

The purpose of this policy is to provide guidelines for resolving problems involving members, their families and/or guests in a fair and workable manner.

Article 2 - PROCESS FOR DEALING WITH COMPLAINTS

The objective of these guidelines is for members to work together to settle differences with the assistance of a Member Relations Committee member, as necessary, and only as a last resort to refer complaints to the Board of Directors for arbitration.

This policy outlines different procedures for dealing with complaints (detailed procedures can be found in Appendix 1, Operational Guidelines). Depending on the circumstances, the Co-ordinator, the Member Relations Committee and/or the Board may be asked to help resolve the conflict if the parties involved cannot deal with it themselves. The Co-ordinator, the Member Relations Committee and the Board reserve the right to not deal with a complaint if they feel it is not in the best interests of the Co-op to do so. The Board may deal with breaches of the co-op's by-laws as they deem appropriate in the circumstances.

In a dispute where the Member Relations Committee feels that mediation might be useful, all parties involved in the conflict must agree to mediation before the Co-op will organize it. Mediation is entirely voluntary.

Article 3 - MEMBER RELATIONS COMMITTEE

The Member Relations Committee refers to a committee of members appointed by the Board. In the event that such a committee of members is not established, their role may be assumed by another party designated by the Board.

No more than one person from any one unit or family in the Co-operative will serve on the Member Relations Committee at the same time.

Article 4 - REGISTERING AND FOLLOWING UP ON A COMPLAINT

Any member who feels upset about the behaviour or actions of another member, the member's family or guests, should first try to speak personally to the member involved.

If a member finds that the problem cannot be resolved 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.

Complaints referred to the Member Relations Committee must be in writing (per attached form as Appendix 2) and a confidentiality commitment must be signed by the member making the complaint. The Member Relations Committee will deliver a notice of the complaint to the member being complained about asking for their response to the complaint within 48 hours.

If it is considered necessary, a minimum of two members of the Member Relations Committee will meet with all the people involved in the complaint.

The Member Relations Committee will determine what, in its opinion, is a fair resolution to the complaint and will draw up suggestions of resolution to be submitted to the Board of Directors for approval.

If one or more of the members involved in the complaint refuse to adhere to the approved suggestions for resolution, or refuse to sign and have witnessed a settlement agreement, the matter will be referred to the Board of Directors for arbitration.

If a solution is tried and fails, the members who signed the agreement, or the Member Relations Committee may forward the matter to the Board for arbitration.

Article 5 - REFERRALS TO THE BOARD OF DIRECTORS

Complaints referred to the Board of Directors 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 the 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 complaint will normally have the opportunity to be heard by the Board.
- c) The Board of Directors will then arbitrate the dispute.

Article 6 - DIVISION OF RESPONSIBILITY

Complaints that are not within the jurisdiction of the Member Relations committee or which the Member Relations committee does not feel that it can resolve, will be referred by the Member Relations committee to the Board.

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-op's by-laws and rules in accordance with the Occupancy By-law.

The Members may overturn a decision of the Board to terminate the occupancy rights of a member, providing that the cause was for reasons other than non-payment or recurring late payment of charges, by following Right of Appeal set out in the Occupancy By-law.

Article 7 - CONFIDENTIALITY

The staff, Member Relations Committee and Board will keep confidential all information relating to complaints submitted to them. The Member Relations Committee members will be required to sign a commitment of confidentiality before being appointed.

Meetings of Member Relations Committee and the Board, when complaints are being discussed, are not open to general members.

Article 8 - CONFLICT OF INTEREST AND BIAS

The Member Relations Committee will make every effort to ensure that the persons designated to investigate a complaint are unbiased.

Any member of the Member Relations Committee with a conflict of interest or bias must declare that conflict and abstain from contributing to any discussion or decision-making concerning that complaint.

Article 9 - REMOVAL FROM THE MEMBER RELATIONS COMMITTEE

Members of the Member Relations Committee will be removed from the Committee by the Board of Directors for breach of confidentiality.

Members of the Member Relations Committee who are direct parties to a complaint must temporarily step down from the committee until the complaint has been resolved.

Passed by the Board of Directors and sealed with the corporate seal of the Co-operative this 15th day of April, 1997.

President: M. Taylor

Secretary: D.W. Gjin

Amended by the Board of Directors and sealed with the corporate seal of the Co-operative this 19th day of August, 1997.

President: M. Taylor

Secretary: D.W. Gjin

Confirmed by the members of Kanata Co-operative Homes Inc. and sealed with the corporate seal of Co-operative this 16th day of September, 1997.

President: M. Taylor

Secretary: D.W. Gjin

MEMBER RELATIONS COMMITTEE

OPERATIONAL GUIDELINES (JOB DESCRIPTION)

Composition

The committee will be composed of a minimum of three members, all of whom are appointed by the Board of Directors.

Purpose

To assist in the resolution of disputes among member households.

To work with members to bring about a spirit of co-operative living.

Duties and Responsibilities

To review the co-op's member relations policies and procedures annually or more often as necessary, and propose changes to the Board and to the members.

To perform an educational role at members' meetings and through the newsletter to familiarize the members with the co-op's member relations policies and procedures to promote harmonious relations in the co-op.

To assist in the resolution of disputes among members.

Upon request, to assist the staff and other committees to bring about member compliance with co-op by-laws and policies.

PROCEDURES

Any member who feels upset about the behaviour or actions of another member, the member's family or guests, should first attempt to resolve the problem personally. Should this effort not resolve the dispute, a member may make a complaint in the following manner:

Written Complaints

- 1) Contacting the Member Relations Committee or the Co-ordinator to obtain a complaint form and submitting the form along with a signed commitment of confidentiality to the Member Relations Committee.
- 2) The Committee will make every attempt to ensure that the complaint is followed up promptly.
- 3) In the Member Relations Committee members have concluded their investigation of the complaint, the Committee will meet to decide what, in its opinion and in accordance with the Co-op's By-laws and Procedures, is a fair resolution to the complaint and will submit these suggestions to the Board of Directors for approval.
- 4) If approved, the Member Relations Committee will draw up a settlement agreement, if required, to be signed by all members who are party to the complaint.

Mediating a Dispute

1. The committee shall explore the nature and causes of the problems giving rise to the complaint and discuss possible resolutions. (Subsequent meetings with all of the parties involved).
2. If all parties to a complaint wish to meet together to resolve a dispute with the assistance of the Member Relations Committee, a minimum of two committee members will assist. The disputing parties must volunteer to meet and agree upon the involvement of the two committee members.
3. The aim of the mediation is to arrive at a mutually agreed upon resolution to the dispute.
4. Once mediation is concluded, a settlement agreement will be signed by the parties involved.

Outside Referral

1. In cases where the resolution seems to require professional help, the Board of Directors, under advisement from the Member Relations committee, may refer the member(s) to the appropriate agency - in NO case should the Member Relations committee attempt to offer such help.

Recurring Complaints

If a solution is tried and fails, members may resubmit written complaints to the Committee for reassessment or to the Board of Directors for arbitration.

Referrals to the Board of Directors

Written complaints forwarded to the Board of Directors for arbitration will normally be dealt with in the following manner:

- the Board shall investigate the complaint,
- if there has been previous involvement by the Member Relations committee, a background report will be obtained,
- normally all parties to the complaint will have an opportunity to be heard by the Board,
- the Board will arbitrate the dispute.

Reporting

The Member Relations Committee will maintain written reports of all investigation, and will submit these reports to the Board of Directors on a regular basis. Due to the confidential nature of these reports, only two copies will be made, one for the Board of Directors, and one for the Chairperson of the Member Relations Committee.

When referring any complaints to the Board, or at the request of the Board, the Committee will provide a written background report to the Board containing all information regarding the dispute, including the recommendations made by the Committee.

All other reports shall be the property of the Committee and will be destroyed approximately three years after the investigation of a dispute. Only written reports requested by the Board prior to a Board hearing, agreed to written resolutions of disputes and written complaints shall be maintained in the member files.

The Committee will also submit an annual report to the Board following the by-law review session.

Member Relations Committee Meetings

The Chairperson will call meetings as necessary to exchange information, to evaluate the effectiveness of the committee's work, to conduct annual by-law review, and to divide the work of the committee.

Meetings will normally be closed due to the confidential nature of the material being discussed.

Problems of Breach of Membership Responsibility

If there is a problem with a member not meeting the responsibilities of membership on the Committee, the chairperson, or designated representative of the Committee, will discuss the problem with the member and attempt to resolve it.

If a resolution of the problem cannot be achieved, the member will be asked to discuss the alleged breach at a Committee meeting and, if a solution cannot be found, the Committee may take a vote, by ballot, as to whether or not the member should be removed from the Committee (if she or he is unwilling to resign).

The Chairperson shall report any decision of the committee to the next Board meeting. The Committee member in question may appeal the decision of the Committee to the Board at that meeting.

Minutes

Minutes are to be recorded at all committee meetings and will be submitted to the Board of Directors as soon as possible. One copy of the minutes is to be placed in the Committee file which is to be kept in the co-op office, and one copy will remain with the Chairperson for operational use.

**KANATA CO-OPERATIVE HOMES INC.
MEMBER COMPLAINT FORM**

Name: _____ Unit: _____ Telephone Number: _____

Please describe the problem as you see it. (Please be specific.)

What have you done so far to attempt to resolve the problem?

What do you think the solution might be?

I will keep confidential all matters relating to this complaint and have the obligation not to communicate it to anyone else. I agree, as a member of this co-op, to adhere to the requirements of confidentiality.

Signature: _____ Date: _____