

COMPLAINTS & PUNITIVE MEASURES

PROCEDURES / ANNOTATIONS

This policy/procedure is to define the process and steps to be taken by all members/residents prior to issuing a formal complaint to the BoD, and subsequently the steps to be taken by the BoD in the event of receiving a complaint. If the complaint is of a legal/criminal nature, please contact local Police or By-law enforcement as well as notifying the BoD.

RESTRICTIONS

1. All complaints must be for matters which have occurred within the past 3 months
2. A third party is able to submit a complaint on behalf of another member/resident
3. All complaints can be sent to either the property management company or the secretary-HRHC@Outlook.com email address. All complaints will be dealt with, in full, by the BoD
 - a. Except when the subject of the complaint is a renter, and then a suggested course of action will be given by the BoD for the Property Management Company to carry out appropriately
 - b. The BoD will notify each committee appropriately, if the complaint pertains to their topic (i.e. - pet complaints being notified to the pet committee) within the restrictions permitted under the PIPA.

SUBMITTING A COMPLAINT

When there are problems or disagreements, members/residents need to take the initiative to resolve them before expecting the BoD and the Co-op to get involved. For a complaint to be considered by the Co-op as valid, the behaviour being complained about must clearly violate these policies, the rules, or the occupancy agreement of the Co-op.

4. If the grievance is relatively minor, the member/resident should have a discussion with the other member/resident to see if it can be resolved informally. In most cases, a quiet word is all that is needed to prevent an issue from escalating
5. If the grievance is serious, or the member/resident feels that it has not been satisfactorily resolved, the member/resident should then put their grievance in writing, using the approved complaints form provided within these policies (see the "Appendix A: Forms" section)
 - a. Complaints should be submitted on the approved complaints form
 - b. The complainant is responsible for outlining which of section(s) of the policies, rules, or occupancy agreement may have been violated in their submission
6. All formal complaints, concerns, provisions of information, or FYI's given to the BoD must be submitted in writing. Any verbal submissions are not subject to this policy
7. All parties providing a written or formal submission to the BoD must complete the complaints form in its entirety, otherwise the information being submitted will be merely considered a concern, an FYI, or a provision of information for the BoD to be aware of

BOD COMPLAINT PROCESS

8. Upon receipt of a complaint, the BoD will confirm with the complainant that their complaint has been received, and that their submission will be discussed at the next Board meeting
9. If the complaint is found to be invalid, meaning that no Co-op policy has been broken, the BoD may choose to inform the complainant that their complaint has been deemed invalid

10. If the complaint is determined by the BoD to be valid, the BoD will notify the subject of the complaint, and an investigation will be conducted by at least three BoD members, keeping in mind any conflicts of interest, as outlined in the Board of Directors Policy. The investigation will include contact with the complainant, the subject of the complaint, and any witnesses or other involved parties by way of in-person interviews wherever possible
 - a. A maximum of two people will be permitted to attend any interview with the investigative team. If only one person has been called to the interview, they may bring a second person for support if they choose
 - b. Interviews may be recorded by the BoD if deemed appropriate, but the recording must be destroyed or deleted at most 3 months after the BoD's decision has been informed to all parties
11. This investigation will be to confirm and assess:
 - a. The issue of the complaint from the perspective of all parties
 - b. The policies/rules relevant to the complaint
 - c. The details of the event/issue/situation (date, time, individuals involved, etc.)
 - d. Any damages or costs accrued due to the incident
12. If the complaint has been determined to be valid, the investigation is completed, and the subject of the complaint has been found to have violated a policy / rule / occupancy agreement, the BoD will determine the type of punitive action to be pursued
13. If a member/resident is found to have violated a policy which incurred any damage or expense, that individual is also liable for any and all expenses, reimbursements, and chargebacks associated with that violation. All expenses therein will be charged to the member or primary renter of the unit found to be responsible
 - a. The costs and expenses applicable for this chargeback or reimbursement are to be determined by the BoD
 - b. Any expenses, reimbursements, and chargebacks will be disbursed as appropriate by the BoD, and are not to be paid directly to the wronged party
 - c. The complainant will only be notified of the reimbursement when the BoD is disbursing the paid funds.

APPEALS

15. Appeals of a BoD decision are only possible for any decision which has resulted in a warning or form of restitution. No resident may appeal the BoD's determination of a complaint being invalid
16. Only the primary member or renter for a unit may appeal the BoD's decision regarding an above noted punitive measures. This may be done by way of an in-person meeting with the BoD, or in writing. The BoD has no obligation to reverse their decision, but may do so if new or compelling information is provided about the complaint or issue
17. Appeals must be submitted to the BoD within 3 months of the decision having been provided
18. Refusal by the subject of a complaint to participate in a complaint investigation, will nullify the subject of the complaint's submission of an appeal of a decision to the board of the directors

HARASSMENT & CONTINUOUS INVALID COMPLAINTS

19. If a member/resident is submitting repetitive, baseless, or ongoing invalid complaints, the BoD reserves the right to take a course of punitive action against the repetitive complainant, as this will be considered a form of harassment to both the BoD as well as the subject(s) of the complaints

<p>NOTE: all documents for all matters will remain on active member files permanently, including complaints, letters, punitive measures, communications to and from the Board, inspections, property damage reports, repairs, illegal activity, and violations of confidentiality.</p>

POLICIES

Not applicable

