

DALHOUSIE NON-PROFIT HOUSING CO-OPERATIVE INC.

POLICY No. 1

MEMBER RELATIONS POLICY

1. Purpose

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

2. Objective

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

3. Registering and Following-up a Complaint

- Any member who feels upset about the behaviour or actions of another member or their guests should first try to speak personally to the member involved.
- 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 Cluster Board Representative. The complaint may or may not be in writing at the discretion of the complainant.
- If deemed necessary, the Cluster Board Representative will interview all members involved in the complaint and assist them to find a resolution which is acceptable to all parties.
- Where no solution can be found, and the members involved can see no other course of action, a written complaint may be submitted by the member to the Board of Directors for arbitration.

4. Recurring Complaints

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

5. 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:
  - two directors shall investigate the complaint;
  - if there has been previous involvement by the Cluster Board Representative, a background report will be obtained from the interviewer;
  - normally all parties to the complaint will have an opportunity to be heard by the Board;
  - the Board will arbitrate the dispute.

6. Division of Responsibility

- The Cluster Board Representative shall assist disputing members to arrive at mutually agreed upon solutions to problems by investigating complaints and, when requested, by mediating disputes.
- The Board of Directors has the final authority to arbitrate 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.

7. Confidentiality

- The interviewers, the Cluster Board Representative, staff and Board shall keep confidential all information relating to complaints submitted to them.
- Meetings of the Cluster Board Representative and the Board, where complaints are being discussed, are not open to the general membership.

8. Conflict of Interest

- The Cluster Board Representative and the Board shall make every effort to ensure that the persons designated to investigate a complaint are unbiased.
- Any member of the Board with a conflict of interest must declare that conflict and abstain from contributing to any decision-making concerning that complaint.

MEMBER RELATIONS POLICY (cont'd)

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PASSED by the Board and sealed with the corporate seal  
of the Co-operative this 26 day of  
SEPTEMBER 1991.

Josephine Legari  
President

Brian Cook  
Secretary

