

RYEGATE (TECUMSEH) CO-OPERATIVE HOMES INC.

COMPLAINT PROCEDURE

In the normal course of operations, conflicts will arise between the Co-op and its members and/or between various members.

1. Members should **attempt to talk with each other** and resolve problems together. If this does not bring about the desired results, members can take more definite action by following the complaint procedure.
2. If a member(s) has (have) a complaint, the matter will be brought to the Board **in writing**, completing the attached Complaint Form. The co-op will seek to maintain confidentiality with respect to the complaint.
3. A member can obtain a copy of the Complaint Form from the co-op office. It should be addressed, in confidence, to the co-op and delivered to the co-op office.

The office manager will bring the complaint to the next Board meeting.

In some cases, the Board may need to meet with the member to evaluate the grievance. All proceedings should be kept informal and all information should be kept confidential. Minutes will be taken of this meeting.

4. The Board will confirm their decision in writing to the member who made the complaint and to the member in question.
5. A copy of the grievance and the final decision will be kept in both members' unit files and in the co-op's In Camera Minute Book. The final decision will be confirmed by the Board at their next regularly scheduled Board meeting - with a referral to the In-camera Minutes for the member's name and unit number.

Note: In the event of a noise complaint, please call the police non-emergency line at 519-735-2424. If you have any pet complaints you may also contact the Town of Tecumseh at 519-735-2184.

RYEGATE (TECUMSEH) CO-OPERATIVE HOMES INC

COMPLAINT FORM

BY: _____ UNIT#: _____

DESCRIPTION OF COMPLAINT:

DATE: _____

MEMBERS SIGNATURE: _____