

## **Member Relations Policy**

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### **Section 1: Purpose and Scope**

The purpose of this policy is to:

- facilitate effective communication and conflict resolution
- promote respectful, safe, and cooperative living
- provide a fair, transparent, and consistent process for addressing disputes
- clarify when the Co-op will and will not intervene
- protect the legal and governance responsibilities of the Co-op

The guiding principles of this policy are mutual respect and cooperation, Member responsibility and accountability, procedural fairness, confidentiality, and progressive resolution.

This policy applies to conflicts between members, conflicts between members and the Co-op (Board, staff, committees), complaints regarding conduct affecting the community, and alleged breaches of occupancy agreements, bylaws, and/or policies.

This policy does not replace criminal law processes, Municipal bylaw enforcement, Human Rights complaints under the Ontario Human Rights Code, and/or eviction or termination procedures under applicable legislation.

### **Section 2: Conflict Between Members**

#### 1. Private Disputes

Conflicts that arise strictly between individual members/households and do not involve the Co-op's governance, property, safety, or legal obligations, are expected to be addressed directly between the members involved.

#### 2. Encouragement of Direct Communication

Members are encouraged to communicate respectfully, and in good faith, to resolve disagreements. Whenever possible, members should:

- speak directly to one another
- seek clarification and attempt compromise
- consider informal mediation before escalating the matter

#### 3. External Legal or Regulatory Matters

Matters involving alleged criminal activity, threats to safety, or issues governed by municipal bylaws shall be directed to the appropriate authorities.

The Co-op should be notified for informational purposes; however, it shall not act as the primary investigative or enforcement body in such matters unless the issue directly affects the Co-op's legal or operational responsibilities.

#### 4. When the Co-op May Become Involved

The Co-op may intervene where:

- the conduct affects the safety, security, or peaceful enjoyment of the community
- there is an alleged breach of the Occupancy Agreement, or the Co-op's bylaws, or policies
- the matter may expose the Co-op to legal liability
- all reasonable resolution efforts between the members have been exhausted

#### 5. Formal Complaint Requirement

If a reasonable resolution cannot be achieved members may submit a written complaint to the Co-op Office in accordance with the Complaint Procedures outlined in this policy.

### **Section 3: Conflict Involving Guests and/or Other Persons of the Household**

1. Members are responsible for the conduct of all persons in their household, and their guests, at all times.
2. If a complaint or concern involves a guest or person of the household other than the member:
  - the complaint should be directed to the member responsible for the guest/household
  - the member is expected to address the behaviour promptly
  - if the issue continues or involves a breach of the Co-op's bylaws or policies, a Complaint Form may be submitted
3. The Co-op will address concerns through the responsible member, not directly with the guest/household, except where safety or legal obligations require otherwise.

### **Section 4: Conflict Between a Member and the Co-op**

1. If a member has a concern regarding the actions of Co-op staff, the Board, or a committee, the matter must be submitted in writing using the Complaint Form.
2. The Co-op will:
  - review the matter fairly and objectively
  - provide the member with an opportunity to be heard, if appropriate
  - respond in writing with its decision or next steps
3. The person(s) sited in the complaint will not participate in the review or decision.

### **Section 5: Member Complaint Procedure**

1. Submitting a Complaint
  - a) Members shall submit all complaints in writing. The Co-op's Formal Complaint Form must be used to initiate formal complaint procedures.
  - b) The Complaint Form can be found on the Co-op's website, can be picked up from the Co-op Office or can be sent via email upon request.
  - c) The Complaint form can be returned in person, via email, or placed in the office drop slot located on the office door.
  - d) The Co-op will make all reasonable efforts to maintain confidentiality, subject to the need to investigate and respond appropriately.
  - e) Anonymous complaints may be considered at the discretion of the Board. The Co-op's ability to investigate or resolve a complaint may be limited where the complainant's identity is not known. In determining whether to proceed, the Board shall consider procedural fairness to all parties and whether sufficient information has been provided to permit a fair review.
2. Staff Review and Resolution
  - a) Co-op staff will review the complaint to determine responsibility for resolution and determine reasonable steps.
  - b) The Co-op will only become involved if the complaint falls under Section 2, point 4, of this policy.

- c) Resolution may include contacting the members involved, holding meetings, or offering mediation.
  - d) Members are expected to cooperate in good faith and participate in efforts to resolve the issue within a reasonable timeframe.
3. Escalation to the Board
- a) Escalation will only occur if the complaint falls under Section 2, point 4, of this policy, and the matter cannot be resolved by staff.
  - b) The Board may review the matter, request further information, and determine appropriate action. Staff will provide the Board's decision or direction in writing.
4. Conflict of Interest
- Those involved in the complaint or concern will not participate in the review or decision.
5. Repetitive or Excessive Complaints
- Each complaint will be considered on its own merits. However, the Board may:
- request that excessive or unfocused correspondence be limited or clarified
  - limit the frequency or method of communication where necessary
  - decline to reconsider matters that have already been reviewed and decided, unless significant new information is provided.
6. Miscellaneous
- a) Where a complaint process has been exhausted, the Board may advise that the matter is closed. Further correspondence on the same issue may be received and filed without response unless new relevant information is submitted.
  - b) Where a conflict results in additional costs being incurred by the Co-op due to actions, breach of the Occupancy Agreement, or breach of the Co-op's bylaws and policies, the Co-op may charge those costs back to the responsible Member. Such costs may be applied without the Member's prior agreement where the expense was necessary to protect the Co-op's interests, property, or legal obligations.
  - c) Where the Co-op proposes to engage optional or voluntary services to assist in resolving a conflict, and costs are known in advance, the Member(s) responsible may be charged back for those costs under the following conditions:
    - i. Members must be notified in writing of the anticipated costs
    - ii. All parties involved must provide written agreement to assume those costs before the expense is incurred
    - iii. If advance agreement is not provided, the Co-op is not obligated to proceed with optional services.

Passed by the Board of Directors on March 19, 2026

## Member Complaint Form

Before completing this form, please ensure you have read and understand the terms of the Member Relations Policy.

### Complainant Information:

Date		Unit #	
Name(s)		Phone #	(     )
Email		Cell #	(     )

Please confirm you have addressed your complaint/concern with the appropriate person(s) by checking boxes below - please check all that apply:

	Member(s) involved/responsible		Police / Legal Counsel
	City Bylaw		Other (specify): _____

Is this request/concern currently before the courts, or being overseen by a legal or authoritative body?		Yes		No
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**If yes, the Co-op cannot address this issue unless it directly affects the Co-op's legal or operational responsibilities. It is recommended that you seek legal counsel.**

### Complaint/Concern Details

Please indicate below which bylaw and/or policy you believe this complaint relates to:

Bylaw \_\_\_\_\_ or Policy \_\_\_\_\_

Bylaw Article # \_\_\_\_\_ Article Subsection \_\_\_\_\_

Bylaw \_\_\_\_\_ or Policy \_\_\_\_\_

Bylaw Article # \_\_\_\_\_ Article Subsection \_\_\_\_\_

Bylaw \_\_\_\_\_ or Policy \_\_\_\_\_

Bylaw Article # \_\_\_\_\_ Article Subsection \_\_\_\_\_

Please be reminded conflicts that arise between individual members/households and do not involve the Co-op's governance, property, safety, or legal obligations, are expected to be addressed directly between the members involved.

Complaints, conflicts and concerns that do not impact the Co-op's governance, property, safety, or legal obligations may not be addressed.

The Co-op may intervene where:

- the conduct affects the safety, security, or peaceful enjoyment of the community
- there is an alleged breach of the Occupancy Agreement, or the Co-op's bylaws, or policies
- the matter may expose the Co-op to legal liability
- all reasonable resolution efforts between the members have been exhausted

Please describe your complaint/concern below. Details such as date, time, and those involved, MUST be included.

**Date & Time:**

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**Complaint/Concern:**


**Desired Action:**


**Member Signature(s)**

Name		Signature	
Name		Signature	