



GRIEVANCE POLICY

ON MOTION DULY MADE, SECONDED AND UNANIMOUSLY CARRIED, THE FOLLOWING PRACTICES AND PROCEDURES WERE ADOPTED BY THE BOARD OF DIRECTORS OF SHAMROCK CO-OP TO BE FOLLOWED WHEN IT IS ALLEGED THAT A MEMBER HAS VIOLATED THE TERMS OF A BYLAW OR POLICY OF THE CO-OPERATIVE:

Date adopted by the Board of Directors: October 24th, 1990
Date deferred by the Membership: November 29, 1993
Date adopted by the Board of Directors: October 23, 2024
Date adopted by the Membership: November 24, 2024

1. For the purposes of this statement "grievance" means a complaint brought by one member or group of Members against another for alleged violation of a policy or bylaw of the Co-op, including the right of Members to quiet enjoyment of their homes. Complaints about actions or behaviour that do not relate to such policies or bylaws are not the responsibility of the Co-op. Frivolous complaints or complaints with a mischievous or malicious intent may be treated themselves as a violation of this policy. If it is a Police matter, you are to contact the police directly.
2. Grievances against a member of the Co-operative by another member or by the Co-op as a community (as represented by the Board of Directors) shall be dealt with in a manner which promotes the principles of common sense, individual freedom and the well-being of the Co-operative community on which the Co-operative is based.
3. Members are advised to take the following steps in making their legitimate grievances known:
 - a. Talk to or write to the member you have a complaint against.
 - b. Be specific about your complaint so that the other person knows what happened, when and where it happened, and why you believe there has been a violation.
 - c. If you can reach an understanding, forgive, and forget.
 - d. If you cannot reach an understanding, you may email the Grievance Committee (shamrockgrievance@gmail.com) and complete the Member Complaint Form, which follows and forms part of this Policy.
 - e. The Grievance Committee will consist of three (3) members of the Board of Directors and one Alternate in case of conflict of interest.
 - f. First Meeting
 - i. One or both parties may be called to a meeting of the Grievance Committee to discuss the matter.
 - ii. The committee will take the following into consideration before calling the accused to a committee meeting:
 - Severity of the accusation
 - History of previous similar complaints



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- iii. The accused may be asked why their membership and occupancy rights in the Co-operative should be maintained.
 - iv. The Grievance Committee will respond to each complaint in writing within 10 days to indicate that it has considered the complaint and provide any other relevant information.
 - v. When appropriate, the Committee will contact the accused in writing regarding any decision the committee makes relating to the first meeting. Terms and conditions of continued membership may be specified.
- g. Second Meeting**
- i. In the case of serious and repetitious violation of a policy or by-law, a special meeting of the Board of Directors may be called to consider the termination and occupancy rights of the accused.
 - ii. The accused shall be requested to attend such a meeting to discuss their membership and occupancy rights. Adequate and legal notice of such a meeting shall be provided to the accused in accordance with the Occupancy By-Law.
 - iii. As a result of the second meeting, a performance agreement may be entered into by the accused and the Board of Directors. Any violations of such an agreement would allow the Co-operative to terminate membership and occupancy rights.
 - iv. If a complaint is about the same matter that has already been considered with only a minor difference and has exhausted the complaints process, the Board will advise that the matter is closed.
 - v. Where it is clear that a member will not accept the Board's decision on a matter, and that member continues to contact the Grievance Committee, the Board may notify the member that no further complaints will be accepted concerning the matter, and that correspondence will be registered but not acknowledged or responded to unless the member provides significant new information relating to the complaint or raises new issues of complaint which, in the Board's opinion, warrant fresh action.