

FIFE ROAD CO-OPERATIVE HOMES INC

## **MEMBER RELATIONS POLICY**

Approved by the Board of Directors April 2025

# Member Relations Policy

## Purpose

The purpose of this Policy is to:

- Facilitate effective communication and conflict resolution between members and the Co-op.
- Streamline the process for dealing with member complaints.
- Establish clear roles for the Board in dealing with member conflicts.

## Priority of this Policy

This Policy takes priority over and or amends all previous Board Policies, resolutions or decisions that deal with member complaints.

## Amendment of this Policy

This policy may be amended by Board approval.

## Member Complaint Procedure

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

1. Members should attempt to talk with each other and resolve problems together. If this does not bring about the desired result, members can take a more definite action by following the complaint procedure.
2. If the members cannot resolve the issue between themselves, they may put the issue in writing to the co-op office. The manager will attempt to mediate the situation.
3. If the complaint remains unresolved, the matter will be brought to the Board, in writing by means of an incident report, *attached as Schedule A*. When possible, the Co-op will seek to maintain confidentiality with respect to the complaint.
4. A member can obtain a copy of the Incident Report Form from the Co-op office. It should be addressed, in confidence, to the Co-op and delivered to the Co-op office or placed in the Co-op office mail slot.

## *Fife Road Co-operative Homes Inc.*

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When required, Co-op Staff will bring the complaint to the next Board Meeting. The Board will then notify the member in writing on how the Board decides to deal with the complaint.

5. Formally submitted incidents or complaints will require investigation that is appropriate in the circumstances. This may involve interviewing other parties to this complaint or witnesses statements.
6. Co-op investigations or corrective actions will depend on the type and detail of information available as well as the requested confidentiality. The Co-op may be limited in investigation or actions when reports are not formalized, are done anonymously or are beyond the scope of the cooperative.
7. If the matter has not been resolved, the member can write to the Board of Directors to request to speak at the next Board Meeting about the complaint.
8. Where the Co-op receives excessive correspondence from a Member, the Board of Directors may request that the complaint be limited and refocused by the member. The Board may also limit the times and days on which contact will be.
9. 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.
10. If a Member has made unreasonable complaints in the past, the Co-op will not assume that the Member's next complaint is unreasonable as each case will be considered on its merits. All relevant correspondence will be evaluated to consider the circumstances, including:
  - a. Whether there is a likelihood that complaints are being made to intentionally cause harassment, redirect resources or to interrupt the proper workings of the Co-op
  - b. Whether the Member has made persistent or unreasonable demands
  - c. Whether the Member has been abusive or threatening to staff or has produced excessive correspondence; or

- d. Where the complaint is considered to hinder the day-to-day operational management of our services
11. Where it is clear that a member will not accept the Board's decision on a matter, and that member continues to contact the Board, 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.
12. If the co-op receives complaints from members against each other, member(s) may be offered mediation. If they accept the mediation. The expectation is that the member(s) will fully participate in the mediation process. If one or more individuals involved in the process do not participate in the mediation process, further complaints received will result in a Notice to Appear for purposed eviction. If both parties decline mediation, further complaints will result in both parties being scheduled a Notice to Appear for purposed eviction.
13. For the purpose of building a case of persistent behaviour or actions of a member/household. The co-op may require multiple incidents to build a case of persistent behaviour. In this case, the co-op may not be able to act until sufficient evidence is provided to support the claims. When possible, any supporting evidence such as incidents captured on camera should be included with incident reports.
14. Incident reports can include part 1 and part 2, limited action will be taken for all incidents that do not include part 2 due to the high requirements of The Board of Directors to bring forward to the Landlord Tenant Board to decide on.
15. Please note that incidents relating to minors will be limited as to what actions can take place both for investigation and potential membership termination of the household. Evidence relating to minors is redacted when being addressed by the Landlord Tenant Board.

## *Member Relations Policy Schedule A*

### **Incident Report Part 1**

Before Completing this form, please ensure that you have addressed the request/concern with the following individual(s) as appropriate. Indicate this for the Board by checking the appropriate boxes below:

	Neighbour(s)		Police / Legal Counsel
	City Bylaw officer		Humane Society
	Co-op Emergency Contact / Maintenance		Other _____

Is this request/concern currently before the courts?		Yes		No
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**If yes, the Board cannot address or discuss the issue, we suggest you seek legal counsel**

Date		UNIT #	
Name(s)		Unit phone #	(     )     -
Email Address		Cell #	(     )     -

In order for the Board to address a complaint, it **must be a direct Fife Road Co-op bylaw infraction.** As such please indicate below which bylaw(s) this request is related to.

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

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***Fife Road Co-operative Homes Inc.***

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Please describe the request / concern below along with the desired action to be taken by the Board.

If the request / concern is complaint based, please be aware that unless it would pose a safety risk, the Board of Directors may, at its discretion, provide a copy of the request to the person(s) named below.

To fully investigate or proceed with complaints we require permission to disclose details of this situation to other parties involved.

I provide permission for the co-op to discuss the matters included in this report with parties that are mentioned as well as potential witnesses. If you decline to sign this understand that the coop may be limited in what actions it can take.

**Request / Concern: (Brief description of what the concern is)**


**Desired Action:**


## *Member Relations Policy*

### **Incident Report Part 2**

The following information below is required to be able to proceed with any action towards the member/household

<b>Date incident took place</b>	
<b>Time incident started</b>	
<b>Time incident ended</b>	
<b>Who was involved (please include all parties involved)</b>	
<b>What happened? (Details of what your complaint is regarding)</b>	
<b>What type of impact has this action or incident had on your unit.</b>	

**Member Signature(s) To validate complaint is mandatory.**

**By signing I acknowledge the statements to be accurate to the best of my ability**

Name (print)		Signature	
Name (print)		Signature	

## Member Signature(s) Optional

*In order to use this information if we need to escalate the complaint to the board of directors or for use at the landlord tenant board we need permission to disclose your complaint which may be provided to the complainant as they have the right to receive details of complaints against them.*

**I agree to disclosing the information and that it may be provided to the complainant and the Landlord Tenant Board. By signing I acknowledge the statements to be accurate to the best of my ability.**

Name (print)		Signature	
Name (print)		Signature	
Date			

PLEASE PROVIDE ANY ATTACHED EVIDENCE/VIDEOS TO THE CO-OP OFFICE EITHER BY EMAIL OR IN PERSON. PLEASE LIST ANY ADDITIONAL EVIDENCE/VIDEOS BELOW

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### Office Use Only

Date Received at office		Date of Board Meeting(s) Incident discussed.	
<b>Notes</b>			