

Wellington Square Co-operative Homes Inc.

Co-operatively owned and operated by the members who live here

Policy No. 2. Complaints

This policy only applies to complaints relating to any breach of the By-laws and Policies of the Co-operative by any member, their families and/or visitors.

- 2.1. Only written, dated and signed complaints, stating the contravention and what particular By-law and or Policy it has breached, will be acknowledged.
- 2.2. The letter must consist of a clear statement of the breach/es, the date and time it/they occurred and the letter must be signed, dated and forwarded to the office immediately.
- 2.3. Upon receipt of the letter the staff may request to meet with you for further clarification.

This policy adopted at the meeting of the Membership on February 26th 1992

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Policy No. 2. (Amendment) Complaints

All complaints are dealt with in the following manner with the exception of violence complaints¹.

Wellington Square Co-operative takes great pride in providing a safe community that is self-managed through organized participation and cooperation of all residents.

This Policy was created to:

- Provide an effective and timely means of enforcement with Co-operative Bylaws and policies
- Maintain harmony within the cooperative
- Encourage self management and cooperation of all residents

2.4. First Breach of Policy or Bylaw

2.4.1. The complainant must initiate discussion with the member to attempt a resolution and restore harmony.

2.5. Second Breach of Policy or Bylaw

2.5.1. If a second breach should occur a Complaint Policy Form (available through the office or from the Director on Call) should be completed.

2.5.2. Only a [completed complaint form](#) will be considered and should be returned to the Director on call.

2.5.3. The Director on Call will bring the Complaint to a Complaint sub-committee appointed by the Board of Directors. The matter may be referred to the next Board of Directors meeting through the decision of the complaint sub-committee.

2.5.4. Only complaints dealt with at Board level will remain in member's file.

All complaints will receive written confirmation from the office when the matter has been dealt with.

Accepted by Board of Directors on September 13, 2000

Accepted by Membership September 26, 2000

¹ Wellington Square Co-operative prides itself in providing a safe community with zero tolerance towards violence. All complaints involving violence should be dealt with immediately by calling Halton Regional Police at 911 or 905-634-1831