

**TABBY TOWN URBAN HOUSING
CO-OPERATIVE CORPORATION**

BY-LAW NO. 4

MEMBER RELATIONS BY-LAW

APPROVED BY THE BOARD: May 5th, 1993.

CONFIRMED BY THE MEMBERS: May 5th, 1993.

MEMBER RELATIONS BY-LAW

1. For the purposes of this statement "grievance" means a complaint brought by one member or group of members against another for the alleged violation of a by-law or policy 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 by-laws or policies are not the responsibility of the Co-op.
2. Grievances against a member of Tabby Town Urban Housing Co-operative Corporation by another member or by the Co-op as a community (as represented by the Board of Directors) will be dealt with in a common sense manner which respects the rights of the individual members and the Co-op as a whole.
3. Members are advised to take the following steps in making their legitimate grievance known:
 - a. Talk to or write to the members 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 contact the Office and complete the Grievance Record, which follows and forms part of this By-Law.
4. The member/alleged violator has the option of requesting, through the Board of Directors, that a grievance committee be struck to investigate the grievance. Failing reconciliation with the Grievance Committee the matter will be brought to the Board of Directors.

The Grievance Committee is not a decision making committee, but rather an arbitration body, whereby a mutual solution to the problem will be sought. The Committee should be comprised of three Co-op Members. The Grievance Committee Members are to be chosen and selected at the discretion of the Community Coordinator to avoid possible bias.

Grievance Record

Members are requested to use this form as a means of drawing the attention of the Board of Directors/Grievance Committee to the violation by another member or group of a by-law or policy of Tabby Town Urban Housing Co-operative Corporation.

Only **WRITTEN COMPLAINTS** will be considered. Any complaint that is unrelated to such violation will be taken to be outside the responsibility of Tabby Town Urban Housing Co-operative Corporation and will not be considered by its representative, the Board of Directors. Frivolous complaints or complaints with a mischievous or malicious intent may be treated themselves as violations.

NAME(S) OF THE ALLEGED VIOLATOR(S):

ADDRESS(ES):

WHAT HAPPENED?:

WHEN DID IT HAPPEN?:

WHAT BY-LAW OR POLICY DO YOU CONSIDER WAS VIOLATED BY THIS ACTION?:

HAVE YOU ATTEMPTED TO RESOLVE THE DISPUTE BY APPROACHING THE ALLEGED VIOLATOR(S)? (Describe):

IF NOT, WHY NOT?:

Griever's Statement: I have read Tabby Town's Member Relations By-Law and believe that my complaint is the legitimate business of the Co-op.

I wish this situation to be dealt with by a Grievance Committee.

I wish this situation to be dealt with by the Board of Directors.

Name: (please print) _____

Unit: _____ Date: _____

Signed: _____

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For office use only

Received by: _____

Date: _____

Action taken:

MEMBER RELATIONS BY-LAW

PASSED by the Board of Directors and sealed with the corporate seal of the Co-operative
this 5th day of May, 1993.



President

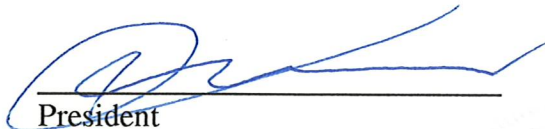
c/s



Secretary



CONFIRMED by at least two-thirds of the votes cast at a meeting of members this 5th
day of May, 1993.



President

c/s



Secretary

