

**ARBOUR VILLAGE CO-OPERATIVE HOMES INC.**

BY-LAW NO. 10

**GRIEVANCE BY-LAW**

Passed by the Board of Directors on the 21st day of January, 1987.

Confirmed by the Members on the 21st day of January, 1987.

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**1. PURPOSE**

**Article 1: Purpose**

**1.01** The purpose of this by-law is to establish a method for dealing fairly and efficiently with problems concerning:

- a) interference by one member of another member's use and enjoyment of their unit; and
- b) other breaches of the By-Laws or rules with respect to noise, garbage, parking, pets, uses of common areas and other related areas.



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2. AUTHORITY

Article 2: Authority

2.01 The Board of Directors has the responsibility and authority to terminate the right of a member to remain living in the Co-op for breach of the Co-op's by-laws and rules in accordance with Article 10 of the Occupancy By-Law.

2.02 The Members may reverse a decision of the Board to terminate the occupancy rights of a member, providing that the cause was for reasons other than non-payment or recurring late payment of charges, by following the Right of Appeal described in Article 10 of the Occupancy By-Law.





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**3. REGISTERING A GRIEVANCE**

**Article 3: Registering a Grievance**

**3.01** Only signed, written complaints which have been submitted to the office will be investigated.

**3.02** A complainant should make an attempt to deal with the problem personally, in a co-operative manner, before referring it to the Office.



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4. INVESTIGATING A GRIEVANCE

**Article 4: Investigating a Grievance**

**4.01** All written complaints submitted to the Office will be investigated promptly (usually within 5 business days) by the Board or its designated representatives, to determine whether or not they are valid and whether or not a Co-op By-law or rule is being violated.

**4.02** Interviews with the member (s) registering the complaint as well as the member (s) being complained about will be conducted by at least two persons designated by the Board as interviewers. A confidential written record of all interviews will be maintained.



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5. RESOLVING THE GRIEVANCE

**Article 5: Resolving the Grievance**

**5.01** The interviewers investigating the complaint will attempt to ascertain whether a by-law or rule is being violated and to find, as quickly as possible, a resolution which is acceptable to all parties.

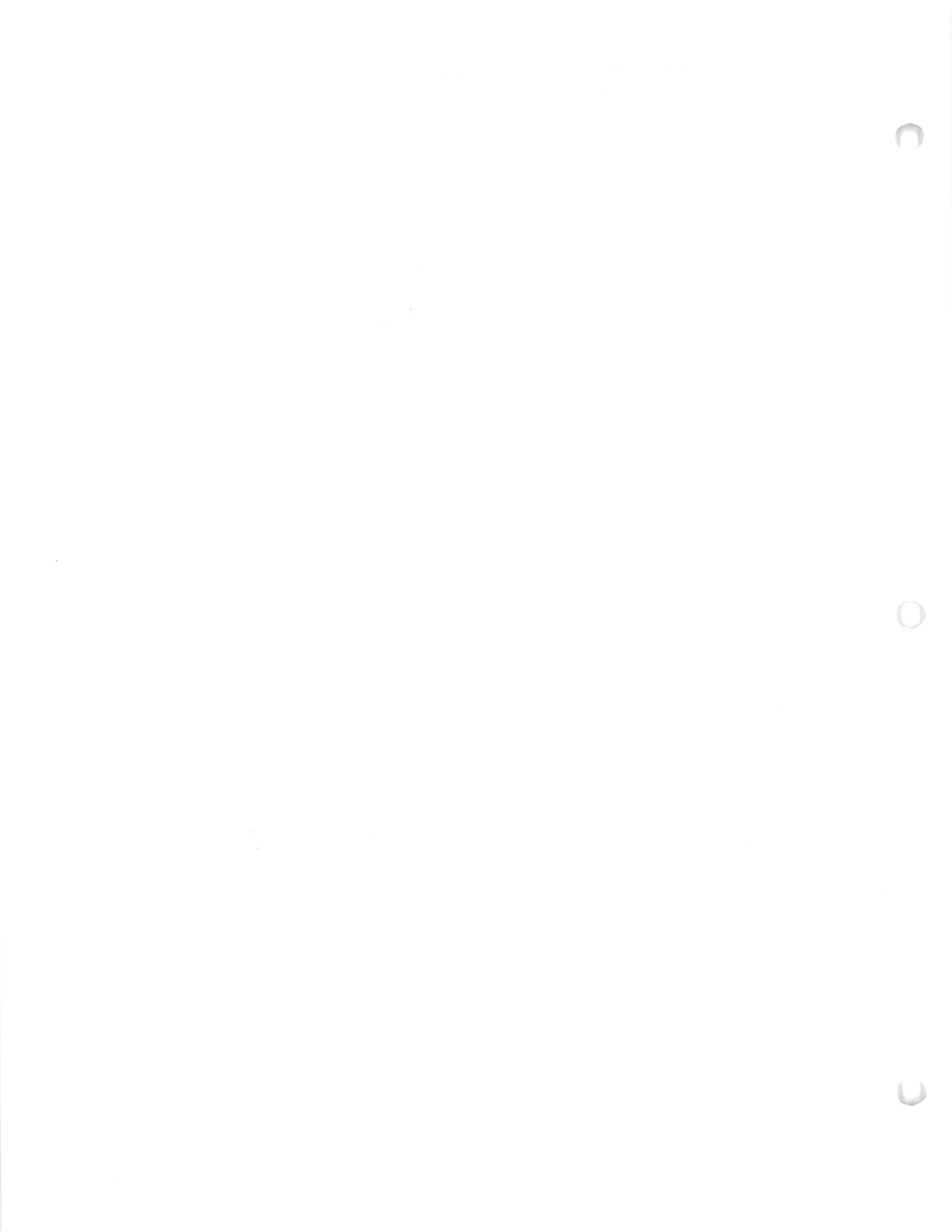
**5.02** If no resolution can be found, the interviewers will report to the Board who will review the problem, decide on a resolution and communicate their decision to the parties involved.



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**6. RECURRING COMPLAINTS**

**Article 6: Recurring Complaints**

**6.01** If a solution is tried and fails, the interviewers will refer the complaint directly to the Board of Directors.

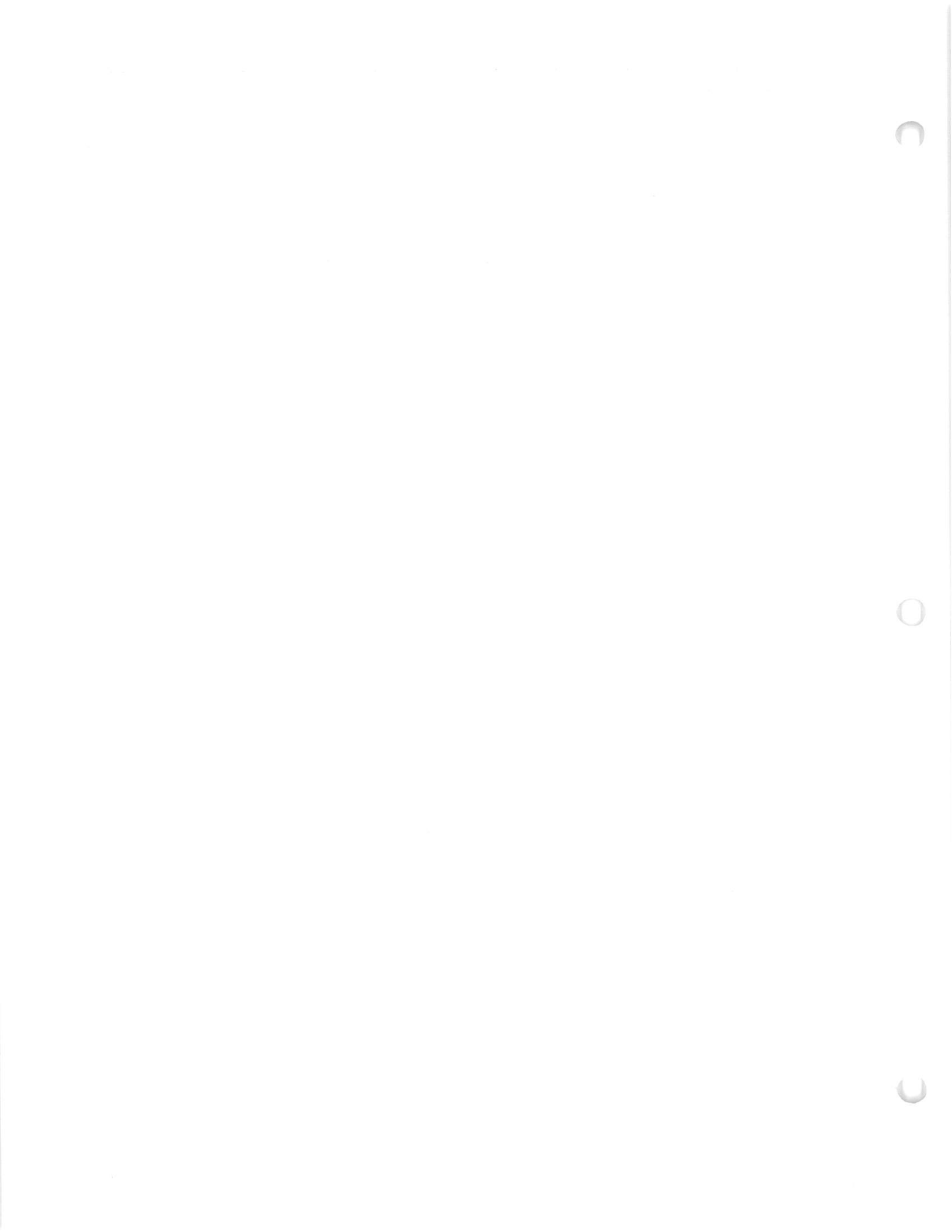




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**7. APPEAL TO THE BOARD**

**Article 7: Appeal to the Board**

**7.01** Either party in a complaint has the right to appeal any decision by submitting a letter to the Board outlining the grounds for the appeal.



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**8. CONFIDENTIALITY**

**Article 8: Confidentiality**

**8.01** The interviewers and Board shall keep confidential all information relating to complaints submitted to them.

**8.02** Meetings of the interviewers or the Board, where complaints are being discussed, are not open to the general membership.



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9. CONFLICT OF INTEREST

**Article 9: Conflict of Interest**

**9.01** The Board shall make every effort to ensure that the persons designated to investigate a complaint are unbiased.

**9.02** Any interviewers or any member(s) of the Board with a conflict of interest must declare that conflict and abstain from contributing to any decision-making concerning that complaint.



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GRIEVANCE BY-LAW

**CERTIFIED** to be a true copy of By-law No. 10 of Arbour Village Co-operative Homes Inc., passed by the board of directors at a meeting held on the 21st day of January, 1987 and confirmed by a two-thirds vote at a meeting of members held on the 21st day of January, 1987.

Alan Godin  
President

c/s

Drew Semple  
Secretary

November 9/1993  
Date

Fred Scott  
President

c/s

November 9, 1993  
Date

Kelly M. Derksen  
Secretary





ARBOUR VILLAGE CO-OPERATIVE HOMES

THE GRIEVANCE BY-LAW - NO. 10

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- a) interference by one member of another member's use and enjoyment of their unit; and
- b) other breaches of the By-Laws or rules with respect to noise, garbage, parking, pets, uses of common areas and other related areas.

2. Authority

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2.2 The Members may reverse a decision of the Board to terminate the occupancy rights of a member, providing that the cause was for reasons other than non-payment or recurring late payment of charges, by following the Right of Appeal described in Article 10 of the Occupancy By-Law.

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5.1 The interviewers investigating the complaint will attempt to ascertain whether a by-law or rule is being violated and to find, as quickly as possible, a resolution which is acceptable to all parties.

5.2 If no resolution can be found, the interviewers will report to the Board who will review the problem, decide on a resolution and communicate their decision to the parties involved.

6. Recurring Complaints

If a solution is tried and fails, the interviewers will refer the complaint directly to the Board of Directors.

7. Appeal to the Board

Either party in a complaint has the right to appeal any decision by submitting a letter to the Board outlining the grounds for the appeal.

8. Confidentiality

8.1 The interviewers and Board shall keep confidential all information relating to complaints submitted to them.

8.2 Meetings of the interviewers or the Board, where complaints are being discussed, are not open to the general membership.

9. Conflict of Interest

9.1 The Board shall make every effort to ensure that the persons designated to investigate a complaint are unbiased.

9.2 Any interviewers or any member(s) of the Board with a conflict of interest must declare that conflict and abstain from contributing to any decision-making concerning that complaint.

PASSED by the Board of Directors  
and sealed with the Corporate Seal

- January 21, 1987

CONFIRMED by the Members by 2/3 of  
the votes cast at a General Meeting  
of Members

- January 21, 1987