

Helen's Court Co-op Handbook

Section 11. Dialogue & Peace Committee



(October 2004)

NOTE: the Dialogue & Peace Committee changed its name from the Grievance Committee in 2013.

MISSION

The Grievance Committee works to foster participation, co-operation, agreement and peaceful living. The Grievance Procedure provides a structure for members to resolve their differences cooperatively. A member's failure to participate in a grievance lodged against him or her jeopardizes the spirit of cooperative living for everyone at Helen's Court.

GRIEVANCE COMMITTEE RESPONSIBILITIES AND POLICY

1. To develop and provide the co-op membership with a structured grievance procedure.
2. To provide non-judgmental support to those members involved in a grievance.
3. To provide unbiased delivery and management of the Grievance Procedure. Grievance Committee members will not participate when friends or relatives are involved in a grievance.
4. To observe the right to all members' confidentiality regarding the specific grievance and the outcome.
5. Should the facilitation process become necessary, the Grievance Committee will appoint an experienced facilitator (from within the co-op or professional). Facilitation implies supporting both parties to find their own resolutions to the dispute. With the Board's approval, Helen's Court will pay for reasonable, professional facilitation fees.
6. The facilitation meeting will include both parties involved in the grievance, a facilitator that all parties agree on, and a note-keeper from the Grievance Committee. (The note-keeper will record only resolutions and agreements for the purpose of reporting to the Board).
7. Resolutions reached through the grievance procedure will be documented in written form and provided to those involved. Resolutions may result in a written agreement to be drawn up within one week of the facilitated meeting. Both parties will sign the agreement. Copies will be given to both parties, the Grievance Committee and the Board.
8. Minutes of Grievance Committee meetings, written correspondence, facilitation notes, and agreements will be kept confidential along with general Board minutes.
9. Grievance Committee will provide representation to the Board of Directors to report any unresolved grievances.

GRIEVANCE PROCEDURE

If a grievance involves a resident who will not participate in the grievance procedure, the shareholder of the unit must participate on their behalf and be fully responsible to Helen's Court for the actions of all residents of the unit.

10. If a member has a grievance with another member or non-member, the aggrieved member will first attempt to resolve the problem directly with the member or members involved.
11. If no solution to the problem can be found, the aggrieved member, or both members shall notify the Grievance Committee in writing stating the nature of the grievance and their desired resolution.
12. The Grievance Committee will contact both parties in writing notifying them that a formal grievance has been lodged. The Grievance Committee will then encourage both parties to meet and try to resolve the grievance. This meeting must be arranged within two weeks of the date on the Grievance Committee letter.
13. If the problem remains unresolved, the Grievance Committee will consult all parties to arrange a time, place, and date for a facilitated meeting to discuss the grievance and help the parties find a resolution.
14. If the problem remains unresolved the Grievance Committee will turn the matter over to the Board for arbitration. The Board may elect to take the grievance to the General Membership for arbitration.
15. If at any point in the grievance procedure any party is unwilling to participate, that member is in breach of the terms of the Occupancy Agreement and will face eviction.