

Conflict Resolution Policy

Scope

The definition of a conflict is any event which induces a member to initiate a complaint. The parties involved in a conflict may be of one or more of three combinations:

- a) between members; or
- b) the members against the Co-op; or
- c) the Co-op against the members.

This proposal and other current and future Co-op policies are assumed to be mutually exhaustive in arriving at solutions.

Conflict Avoidance

Most conflicts can be avoided when the members are aware of the potential cause in advance. On this end, the Co-op should keep the members aware of the causes and solutions:

- a) usage of garbage chute within certain hours; or
- b) structural limitation of handling noise between units; or
- c) available facilities for childrens' playground; or
- d) others.

The members are encouraged to resolve conflicts through personal contact between the parties involved. In failing, they have the policy to fall back on.

Policy

1. Written Complaint

All complaints must be in writing to the manager. A standard complaint form should be made available as part of the membership manual to ensure consistent information:

Parties Involved

Date

Name

Unit #

Personal contact attempt at resolution

Nature of Conflict

Direct violation of the Co-op policy

Noisy neighbour

Disagreement on Co-op management decision

Structural inadequacy or damage

2. **Written Response**

All complaints must be responded by the co-ordinator within one week with the actions to be taken:

- a) resolution action; and
- b) referral to the Board.

3. **Resolution authority should lie in two offices:**

Co-ordinator

Most conflicts can be resolved based on guidelines set out by the various Co-op policies. The co-ordinator will be responsible for understanding and implementing them.

Board

The issues which are not specified in the current policies should be brought up to the Board for decision or referral to appropriate committees to handle.

Approved by the Board of Directors: April 7, 1986

Approved by the General Membership : April 20, 1986

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COMPLAINT FORM

To:(Manager)

From: (Member/s)

Unit #

Date:

Names and Unit numbers of parties involved:

Description of nature of conflict:

Date and history of personal contact and attempt at resolution:

Please submit copies of any relevant correspondence with complaint form.

Signature_____