



Greenvale Co-operative Homes

61 Francis Creek Boulevard, St. Catharines, Ontario, L2W-1B8 905-684-7773 fax 905-684-4296
greenvalecoop@gmail.com – www.greenvalecoop.weebly.com

MEMBER COMPLAINT FORM

Introduction: As a member of Greenvale, you have the right to make a complaint to the Board of Directors and ask them to make a decision regarding that complaint, but you also have a duty as a member to take responsibility by acting in a cooperative way.

The Board of Directors is willing to take action on reasonable complaints, but not until you have taken reasonable steps to solve the matter in a cooperative way yourself.

Our community is based on democratic freedom and the right of equal representation. Our bylaws are written to make sure that everyone, whether the complainant or the person being complained about gets a fair shake.

To make sure that all parties in a complaint are treated fairly, the following will be observed:

Complaints must be based on the breaking of a specific bylaw.

Complaints must be made by the Member affected by the bylaw breach.

All complaints must have factual proof beyond common hearsay. You will have to testify and sign to its authenticity.

Complainants must be prepared to speak about the complaint in a closed meeting and be open to questions by the Board of Directors.

Should legal action be taken as the result of a complaint, the complainant must agree to attend court or the Landlord Tenant Board to Offer testimony.

The Board of Directors reserves the right to deal with a complaint as it sees fit, this includes dismissing a complaint if there is not sufficient supporting documentation or eye witness accounts.



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Name of Complainant: _____ Unit : _____

Date of Incident: _____ Time of Incident: _____

Bylaw(s) Broken (include article and paragraph): _____

Person or Persons Complained About: _____

Describe the Incident: _____

What Have You Done to Solve This Problem: _____

When Did You Take This Action: _____

I understand that the information provided in this form is for the use of Greenvale Co-operative Homes Board of Directors in addressing my complaint. I state that all information that I have provided is truthful and I am willing to testify to these facts if called upon to do so.

Complainant's Signature

Date

Your complaint must fit on this page, do not attach extra documentation to this form, it will not be considered during the initial complaint process.