

SKP KOFA KO-OP RETREAT, INC
GRIEVANCE COMMITTEE GUIDELINES 2024-25

Since we belong to a Ko-op, personal mileage will be reimbursed only with the prior approval of the Board of Directors. All expenditures must be approved in writing by the Committee Chair/Co-Chair before money is spent. This includes purchases with cash expenditures from petty cash. IF NOT APPROVED in writing beforehand, the buyer WILL NOT be reimbursed. Any expenditure over \$500 will need to be Board approved.

1. GRIEVANCE COMMITTEE:

- A. PURPOSE: The Grievance Committee (hereafter called the Committee) shall mediate a grievance by Leaseholder(s) wherein a circumstance or condition is thought to be unjust or grounds for complaint or resentment in accordance with KOFA KO-OP By-laws, Rules & Regulations, Leasehold Agreement or current Committee Guidelines.
- B. Grievances may be filed by leaseholders of SKP KOFA KO-OP Retreat, Inc.
- C. A quorum of the Committee shall be no less than five (5) votes in attendance.
- D. Proxy voting is prohibited.
- E. All discussions and all material reviewed by the Committee must remain confidential.

2. SCOPE OF GRIEVANCES:

- A. A grievance against the Management staff shall be directed to the Board of Directors.
- B. Disputes and arguments which evolve from personal disagreements not related to governing documents of KOFA KO-OP will not be accepted by the Committee.
- C. Grievances may only be filed between October 1st and April 30th, unless a quorum of the Committee is available between May 1st and September 30th. Filings after April 10th may result in delayed resolution if there is not a quorum of the Committee and/or Board available. (See 1.C. & 5.D.)
- D. Anything considered an assault or threat of assault should immediately be brought to the Board.

3. UNACCEPTABLE GRIEVANCES:

- A. If a leaseholder is only requesting an apology from another leaseholder, the grievance will not be accepted.

4. FILING A GRIEVANCE:

- A. The complainant shall obtain a Grievance Form from the Committee Chair/Co-Chair or the Office. The completed form must be submitted to the Chair/Co-Chair within fifteen (15) days of the occurrence of the incident in question. If the incident involves a physical altercation, the time limit for filing is extended to forty-five (45) days.
- B. This form shall include:
 - a. The name of the Leaseholder(s) filing the complaint.
 - b. The name of the Leaseholder(s) against whom the complaint is being made.
 - c. The date of the incident.

d. The nature of the incident. Include, if possible, references to the specific governing document section(s) which are alleged to have been violated.

C. The completed form shall be delivered to the Committee Chair/Co-Chair by the leaseholder bringing the complaint. Alternatively, the form may be turned in to the KOFA Office in a sealed envelope marked "Grievance Committee". The Office will then give the sealed envelope to the Committee Chair/Co-Chair as soon as possible. Either recipient of the grievance shall record the date & time on the envelope and initial it.

5. COMMITTEE'S RESPONSIBILITIES:

A. All grievances shall be brought before the Committee in writing, signed, along with any documentation supporting the grievance. The Chair or Co-chair will notify the Board that a grievance has been submitted.

B. It shall be the duty of the Committee to hear and receive all the facts relating to the grievance. Only those members present at the initial reading of the grievance will constitute the Committee throughout the entire process.

C. Upon receipt of the grievance, the Committee shall expedite a written decision to the complainant within seven (7) days (weekends excluded), as to whether or not they consider the grievance worthy of further investigation.

D. A Leaseholder/partner named in a grievance, or who submits a grievance, and is a member of the Committee, will leave the Committee room for any decisions or voting on the grievance and will not sit as part of this Committee action. A quorum of five (5) votes shall be maintained. If any member absents themselves from the deliberations thus creating a condition whereby a quorum as specified in Section 1C of the Grievance Committee Guidelines is not satisfied, then the meeting must be rescheduled until a quorum is available.

E. When the Committee finds in private discussion that the grievance is worthy of further investigation, the Committee shall notify the alleged offender(s) in writing of the grievance filed against them.

F. The alleged offender(s) shall have seven (7) calendar days to respond in writing to the Committee.

G. Upon receiving this response, or if no response is received at the end of the 7 calendar days, the Committee will then have seven (7) days to investigate further and to render a final decision based on all of the information they have received.

a. The Committee shall attempt to meet with each party separately, in a neutral space, in an endeavor to resolve the grievance.

b. The Committee will meet only with affected parties, unless either party requests prior Committee approval before the meeting begins to bring witnesses..

c. If either party requests a delay in any meeting and the Committee finds their reasons are valid (e.g., illness, financial, etc.), the Committee shall order an agreeable date at which time the grievance will be resolved.

H. If the grievance cannot be resolved in the period specified (see 5.G.c.), all materials and documents, along with an explanation and proposed solution by the Committee, will be reviewed with the Executive Board of Directors.

a. If the complainant is not satisfied with the decision of the Committee, they may document their reasons and resubmit their grievance to the Committee.

b. The Committee will then turn over its findings with all documents and materials to the Board of Directors along with an explanation by the Committee for the final decision.

I. All material discussed by the Committee must remain confidential.

- J. If the Committee finds against the alleged offender, the secure grievance file shall be reviewed for documentation of any similar prior finding which should be considered in the final resolution.

6. REPORTING:

- A. A written report will be prepared covering the previous year's activity, to be presented at the Annual Meeting in February.

7. POSTING:

- A. The Grievance Guidelines shall always be posted in the Guidelines Book in the Board Room.
- B. When a grievance is received, all Committee members will be notified, excluding any member who may be involved in the grievance in any way. Every Committee member will be given an equal opportunity to serve.
- C. The Chairperson and all Committee members must be Leaseholders.
- D. No Board member shall serve on the Grievance Committee.
- E. Only one Leaseholder from each lot may serve on the Committee at a time.
- F. The Liaison, or Board appointed alternate representative, may attend all organizational meetings. The Liaison will have no input, but may advise if asked.

Committee Chairperson

Date

Board Approval

Date