

MONDRAGON CO-OPERATIVE HOMES INC.

Staff & Member Relations Policy No. 17

STAFF & MEMBER RELATIONS POLICY

Passed by the Board
of Directors:

September 21, 2010

STAFF & MEMBER RELATIONS POLICY

1. Purpose

The purpose of this policy is to set out a clear and transparent process for the Co-op to handle concerns with respect to the relationship between the Co-op's staff, agents and its members.

2. How Members may communicate their complaints regarding the Co-op's staff and/or agents.

2.1 Members with complaints must submit these to the Co-op Office.

2.2 Complaints submitted to the Co-op Office must be:

1. specific and detailed
2. dated and signed
3. addressed to the Board Secretary
4. enclosed in a sealed envelope and marked private and confidential
5. delivered to the Coordinator to be passed on unopened to the Secretary OR
6. deposited in the Co-op Center's locked mailbox to be date stamped by the Coordinator and delivered to the Board Secretary.

3. Board's Receipt of Complaint

3.1 The Board Secretary will:

1. collects these prior to each Board meeting
2. photocopy each complaint for each director
3. presents the photocopied complaint letter (without comment) at the next scheduled meeting

4. Review of Complaint

The Board will assess the merits if any of each complaint received and based on this assessment decides if the matter will be brought forward to the Co-op's staff or agent for comment or explanation or remedial action.

5. Board Response

The Board will ensure every complaint received regardless of merit is responded to in writing after the next scheduled Board Meeting.

Passed by the Board of Directors of Mondragon Co-operative Homes Inc. at a meeting properly held on September 21, 2010.

Secretary

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