

APPLEGROVE CO-OPERATIVE HOMES INC.
"Co-operatively owned and operated by the members who live here"

A policy defining "Complaint procedure"

This policy applies only to complaints relating to any breach of the By-laws and Policies of the Co-operative by any member, their families and/or their visitors.

Only written, dated and signed complaints, using Applegrove Co-op's complaint form will be acknowledged.

The form must include a clear statement of the breach/es, the date and time it/they occurred and the form must be signed, dated and forwarded to the office or Board Secretary immediately.

Member complaints submitted on the correct form will be reviewed by the Board of Directors at their next meeting.

This policy replaces all previous "Complaint Procedure" Policies by date.

This policy recommended at a meeting of the Board of Directors held June 19th, 1998, and passed by a meeting of the members on June 29th, 1998.

Monica Stenovic
Director

Gordon Wood
Director

Oct 18 1999
Date