

DRAFT: Complaints Resolution

All Co-operative members have agreed to abide by Goolawah's Code of Conduct. This is an important document outlining members' rights and responsibilities. Implementation of Code of Conduct ensures members and visitors feel safe within the Goolawah Co-operative, are treated with respect and integrity, and have the right to speak and be heard in a safe environment.

The process for a member to lodge a complaint against another member is:

Step 1

Member making complaint advises a Director within 7 days of incident. Director informs Complaints Resolution team. One member of the Complaints Resolution team contacts the member lodging the complaint and assists them to put the complaint in writing. The written complaint is lodged in Disputes Record Book followed by outcomes to the event.

Step 2

A member of the Complaints Resolution team contacts the member whom the complaint is made against and assists them to put their story in writing.

Step 3

Complaints Resolution team meets with the directors to discuss the complaint and decides whether it is a dispute between members (Step 4A) or a breach of the Code of Conduct (Step 4B). *A member involved in a breach of the Code of Conduct or a dispute may be directed to step down from holding any office or committee position until resolved.*

Step 4 A - DISPUTE

Members involved in a dispute are expected to attempt to resolve the issue in an efficient and timely manner. Personal disputes in co-operatives can affect all members psychologically, physically, emotionally and socially. All actions and outcomes are to be documented in the Disputes Record Book.

If it is agreed that it is a dispute between members then follow the process for resolving disputes in the Rules of Goolawah Co-operative Ltd, under **Rule 96 Disputes and Mediation**. If members refuse to attempt to settle the dispute then a letter from the board of directors will be sent inviting them to attend a community meeting. A fine of \$25 per week will be imposed upon a member refusing to settle a dispute until a formal agreement is made between both parties.

Step 4B - BREACH OF CODE OF CONDUCT

If Complaints Resolution team and directors agree that it is a breach of the Code of Conduct, then follow Code of Conduct Implementation Process