

## Comments on the Policy Discussion 16.1.21

On the day I didn't feel like contributing to the discussion. 4 directors were criticised many times. By doing this the other 3 directors were left in a very difficult situation. I thought it was remiss not to mention **30 members voted at the December GM to say they had confidence in the entire Board to fulfil its obligations and duties, including the implementation of the Complaint Management Policy and Procedure. 14 were against and 2 abstained. There were 12 proxy votes (2 had never lived on the Co-op).**

### Complaint Management Policy and Procedure (CMPP)

It was always the intention to review the CMPP after it was adopted in January 2018. To my knowledge it was implemented once in 2019, and in 2020 it really got tested! Some at the meeting thought the current policy was mostly punitive, too bureaucratic, and procedural and wasn't solving problems.

One member complained he didn't know who had made the complaint against him. Dennis volunteered during the discussion he'd made the complaint regarding the comments towards an outgoing director at the AGM. One of the Complaints Management Team commented they were stood down and 'taken over by directors'. Nick would be able to fill members in on the background to this.

### Membership Policy Review

The review commenced in March 2020, with many members, including myself, contributing to the review, and attending discussions and meetings. I have gone back through the community consultation and meeting minutes, and collated member's ideas and suggestions into proposals, and passed them onto Adam.

### Director's Role and Committees

The comment that the portfolio idea has somehow morphed into a hierarchy where directors are seen to be making decisions, and making members feel excluded and disempowered was the view of some. It was pointed out more than once **DIRECTORS DO NOT MAKE DECISIONS**. The members make all decisions by voting at General Meetings. Regardless of the vote outcome, we all need to abide by the 2/3 majority decision. If you don't agree with the decision, put forward a proposal with a rationale to change it.

I've been part of the Policy Committee for years and throughout the years it has worked very efficiently with many members contributing positively. It's just nonsense to say 'some' committees have turned into a layer of hierarchy, as all committee work is taken back to the members for voting.

Some Directors have been abused by a very small minority, making what could be a great experience turn into a dreadful one. Most don't go back for a second round. Two directors resigned the year I was a director due to dealing with the poor behaviour of some members. We had no CMPP at that time, just the Code of Conduct with no mechanism to uphold it. In my 8 years+ as a member, the Co-op has always encouraged members to have a go at the various roles – director, committee member, chair, minute taker. I would suggest the stories, sadly true, of bullying, intimidation, harassment, and offensive behaviour could be contributing to members not wanting to have a go. It would be good to aim for a balance of male and female Board members.

Let's get the CMPP sorted, and let's ALL start supporting ALL directors to fulfil their role, duties and responsibilities. Get on the Peace Train <https://www.youtube.com/watch?v=bx1xYUs9xqs>

Denise 😊