



ASSOCIATION COMPLAINT PROCEDURE

BACKGROUND

In an email received by the SJHRA from the Mississauga Community Group Support Program on May 9, 2019, the following was stated; *One of the policy requirements that needed to be added was “A conflict of interest policy and a code of conduct that includes confidentiality and privacy clauses and a mechanism for resolution of complaints that is documented within the group’s operating guidelines, by-laws and/or policies.”*

To comply with the new City of Mississauga Community Group Registry Program Policy (08-01-01), the Association compiled the necessary information to create the required complaint resolution document. Said requirement, process and procedure was presented at the October 2019 AGM.

NOW THEREFORE, IT IS HEREBY RESOLVED THAT the Association, acting through its Board of Directors, hereby adopts and establishes the following procedure for resolving complaints:

1. “Complaint” means a written complaint filed by a homeowner who is a member of the Association. An Association complaint (a dispute between the home owner and the Association) shall concern a matter which is not pending in any court of law, regarding the alleged or perceived action, inaction or decision by the Board of Directors inconsistent with applicable laws and regulations of the Association.
2. “Board” means the duly elected Board of Directors of the Association.
3. “Complainant” means a homeowner who is a member of the Association in good standing who makes a written complaint pursuant to this Association complaint procedure.

PROCEDURE

1. The Association complaint must be in writing.
2. The completed complaint form (form found on sjhra website) can be emailed to sjhra@gmail.com. Should the complainant prefer to submit a written complaint they can request an address of a board member. The Complainant may request confidentiality at any time.
3. The Board shall provide written acknowledgment of the receipt of the complaint within 10 calendar days of receipt, via registered mail or email, as prescribed by the Complainant.
4. The Board of Directors of the Association shall hold a hearing on the Association complaint not less than 30 nor more than 60 calendar days after receiving the Association complaint as well as any additional information that it has requested. Such hearing may take place at the time of the next scheduled meeting of the Board, or at a special Board meeting called by the President of the Association at his/her discretion.
5. At least 14 calendar days prior to the Board hearing, the Board shall provide the Complainant with notice of the date, time and location of the Board hearing.
6. The final decision of the Board must be made in writing within 60 days after the conclusion of the hearing.
7. Written notice of the Board’s final determination shall be mailed to the Complainant by email or post within seven days of the Board’s final determination.

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