

# Mondragon Co-operative Homes Inc.

## Policy No. 10

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### Member Relations

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Passed by the Board of  
Directors:

Confirmed by the  
members:  
**September 30, 2001**

## MEMBER RELATIONS POLICY

We are a community and we are neighbours. We recognize, however, that from time to time differences and conflicts will occur within our community and between neighbours. These may involve:

- a.) members, their families or guests *and* other members
- b.) members, their families or guests *and* the Board or Committees
- c.) groups or individuals within the Co-op

It is our responsibility to deal with these so that they do not disrupt our community. Therefore, we agree to the following process for managing community conflict.

1. The Board of Directors will administer and facilitate the Co-op's community conflict management process.
2. When a conflict occurs these are the steps which will be followed:
  - a.) members who are in conflict must *first* try to resolve the matter between themselves
  - b.) if this fails they must advise the Co-op Co-ordinator in *writing* of the issue(s) involved and what they have done to resolve the issues themselves.
  - c.) the Co-ordinator will then advise the Board
  - d.) the Board or its representatives will meet with the members in conflict as soon as possible to determine if mediation by a professional mediation service would be helpful. If the Board or its representatives conclude mediation would be helpful, they will have the Co-op Co-ordinator arrange for this
  - e.) the Board or its representatives will not negotiate, mediate or arbitrate conflicts nor take sides
  - f.) as appropriate, the Board or its representatives will keep a written record of contacts or meetings with members involved in the conflict management process

- g.) if the Board or its representatives conclude that mediation will *not* be helpful or if the mediator reports that mediation has not resolved the conflict(s), the matter will be referred to a meeting of the Board of Directors for a decision on how to proceed
3. The community conflict management process will *not* deal with any serious violation of the Co-op's bylaws or any illegal acts (for example: threats to personal safety or property, drug dealing, harassment of members or staff, spousal or child abuse). Any serious violation of the Co-op's bylaws will be referred to the Board for action. Illegal act(s) should be immediately reported to the police or other appropriate public authority

Adopted by the members of Mondragon Co-operative Homes Inc.  
at a meeting properly called on September 30, 2001