

# Circle Craft Cooperative - Member Grievance Policy

Email: [manager@circlecraft.net](mailto:manager@circlecraft.net)

If you have any questions, inquiries, or issues about the store, please contact the Store Manager for assistance and resolution. All matters should be resolved by engaging with the Store Manager. However, if further assistance is needed, consult the Member Grievance Policy for guidance on the appropriate steps.

## Policy Regulations:

- Grievance matters are to be sent to the General Manager by email
- The Member Grievance Form must be completed for a grievance to be filed.
- The General Manager will investigate all member grievances.
- After the General Manager has conducted a comprehensive investigation into the grievance, all relevant information will be communicated to the member, and a record of the details will be documented on our Member Grievance Tracking Report.
- The duration of this process may vary, with completion typically within 30 days, based on the urgency of the matter.
- If a member remains unsatisfied with the resolution, they may request a Board discussion at this stage.
- The General Manager will, at this point, share all relevant documentation related to the grievance with the entire Board to ensure transparency, accuracy, fairness, and accountability in the discussions.

## As per Circle Craft Board Policy Rules:

*D9.4 The Board shall hear member grievances that could not be resolved by the GM's documented procedures for grievances when such grievances represent a violation of, or difference of reasonable interpretation of Circle Craft Rules or the Circle Craft Board Policies. In the case of clear policy interpretation and execution, decisions of staff shall be supported by the Board and considered final and binding. The Board will seek to resolve all other grievances within 90 days. The decision of the Board shall be final and binding as provided for in the BC Co-operatives Act and the Circle Craft Rules.*

- To ensure proper handling, members must follow this process. If the matter is brought directly to the Board without following the established procedure, it will not be possible to address it as per the rules of the cooperative.
- Any messages sent via email or phone call to the Board will be forwarded to the General Manager for proper follow-up and to initiate this policy.
- All interactions between the Board and members will be documented and carried out exclusively in written form. The Board functions as a collective entity, and individual discussions between a board member and a member will not take place.

# Circle Craft - Member Grievance Form

**(to be completed by the Member)**

Email to: [manager@circlecraft.net](mailto:manager@circlecraft.net)

<b>Date:</b>	
<b>Member Name:</b>	
<b>Member email + phone</b>	
<b>Nature of grievance:</b>	

**Details**

# **Communication Tracking Form for Member Grievances**

**(to be completed by the General Manager)**

Creating a communication tracking form for member grievances helps maintain transparency and address issues effectively. Communication of grievances is limited to written submissions only.

**Date:**

**Member's Name:**

**Nature of Grievance:**

[Provide a brief description of the grievance]

**Details of Communication:**

[Include a summary of the conversation or correspondence, noting key points and concerns raised]

**Actions Taken:**

[Specify any actions taken to address the grievance, including who is responsible for each action]

**Follow-Up Required:**

[Indicate if further follow-up is needed and the timeline for it]

**Resolution Status:**

[Update the status of the grievance resolution, whether it's resolved, in progress, or pending]

**Additional Comments:**

[Include any additional notes or comments related to the grievance]

**Follow-Up Date:**

[If applicable, mention the date for the subsequent follow-up]

Using this form, we can systematically track and manage member grievances within our cooperative of members. This information is confidential and readily accessible for reference and follow-up.

# Communication Tracking Form for Member Grievances

**(to be completed by the Board)**

**1. Review the collected grievance Information**

**2. Review the Cooperative's Bylaws and Policies**

**3. Discussion with the General Manager**

**4. Communicate with the Member**

**Discuss the outcome with the member who raised the grievance. Keep them informed about the actions (if any) being taken to resolve the issue**

**5. Record Keeping:**

**Record all interactions, communications, and resolutions related to the grievance for future reference.**

**Board Notes:**

**Grievance file closing date:**

**Board Chair:**

**Board Chair signature:**