

Agnes MacPhail Community Co-operative Homes Inc.

<b>Policy Name:</b>	<b>Internal Review Policy</b>
<b>Policy Number:</b>	18
<b>Board Approved:</b>	June 16, 2016
<b>Effective:</b>	June 16, 2016
<b>References:</b>	<i>Co-op's HSA Bylaw</i> <i>Co-op's Occupancy Bylaw</i>

## **Introduction**

The purpose of this policy is to outline the eligible reasons and procedure for review of specific decisions.

## **Definitions**

Business Day

Days Monday to Friday between the hours of 9:00 am and 5:00 pm, not including public holidays

Household

Includes all members and non-members occupying the applicable unit

## **Eligible Reasons for Review**

As per HSA requirements, decisions on the following topics are eligible for internal review:

- a. RGI eligibility
- b. RGI payable
- c. Occupancy standards

## **Procedure for Review**

- a. Any member of the household who disagrees with a decision mentioned in this policy has a right to an internal review of that decision. They must follow Government

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Requirements for requesting a review as outlined in Attachments 2 and 4 in the Co-op's HSA Bylaw.

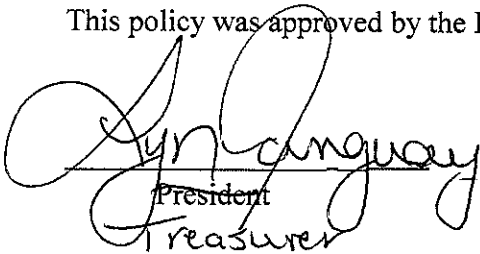
- b. The request must be received in writing in the co-op office within ten business days after the day the member received the notice of decision.
- c. The Co-op may extend the time for submitting a review request due to extenuating circumstances.
- d. An individual may withdraw their request for review by submitting written notice to the co-op office. The withdrawal is not applicable if submitted after a review is completed.
- e. The household will be given five business days' notice of the meeting in which the internal review will be conducted.
- f. Members of the household involved may attend and speak at the meeting or have a representative speak.
- g. Appeal Committee
  - i. The Board of Directors will conduct the review within ten business days after the request has been received. The Board can delegate responsibility for all internal review, or specific kinds of internal reviews, to a committee made up of directors.
  - ii. Under Government Requirements, no one who participated in the original decision under question may take part in the review of that decision or have discussed the original decision with the decision-maker prior to review.
  - iii. Under Government Requirements, anyone participating in the review process must be knowledgeable of the Government Requirements and Local Rules for review and receive training in applicable legislation.
  - iv. Committee members must divulge any potential conflict of interest relating to the decision or person in question. Directors must observe all rules relating to the Co-op's by-laws and the Co-operative Corporations Act and Government Requirements.
- h. The Board may seek help from professionals or individuals with special knowledge, such as representative of a support agency or local federation. Evidence from medical or other professionals may be submitted in writing, but must also be provided to the household no later than two business days before the meeting. A Confidentiality Agreement must be signed by those representatives not bound by professional confidentiality obligations.

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- i. The Board must give written notice to the household of its decision within five business days after the day of the meeting using the applicable Form or Schedule in the Co-op's HSA Bylaw. Notice may be given in any of the following ways:
  - v. Directly to the person
  - vi. Leaving the notice at the last known address of the person. It is considered received on the next business day after it was left.
  - vii. Mailing the notice to the last known address of the person. It is considered received on the fifth business day after it is mailed.
- j. Signing of Notices
  - viii. All notices of appealed decisions must be signed with two signatures: One a table officer and the other can be staff or any director.
- k. Appeal of Reviewed Decisions
  - ix. No appeals of decisions reviewed and resolved are permitted as per the Co-op's HSA Bylaw. Decisions cannot be appealed to the members.

The Board will decide anything relating to the procedures for decisions that are not stated in this policy, other Co-op bylaws or Government Requirements.

This policy was approved by the Board of Directors on June 16, 2016 effective immediately.

  
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Treasurer

  
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Corporate Secretary