

Section 7 - Members

7.09 Complaints Process

- a. A Member, Associate Member or the Board (a “Complainant”) witnessing a violation of the By-Law by another Member or Associate Member or the Immediate Family or Guest of a Member or Associate Member (such Member or Associate Member henceforth referred to as the “Respondent”) may submit a complaint in writing to the Board on the Board’s then current form.
- b. Upon receipt of a written complaint the Board shall acknowledge the complaint within 10 days and give the Complainant a time frame for follow-up.
- c. The Board shall review the complaint and information gathered from witnesses (if any) at a Board meeting and decide whether to proceed with the complaint. If the Board’s decision is to not proceed with the complaint the Complainant shall be provided written notification of the reasons for not proceeding within 10 days following the Board meeting at which it is considered, and the case will be closed.
- d. If the Board’s decision is to proceed with the complaint the Respondent shall be provided written notification of said complaint within 10 days following the Board meeting at which it is considered, and:
 - i. such notice will provide the substance of the complaint and the possible consequences if the Board were to find that a violation of the By-Law has occurred;
 - ii. the complainant’s name shall be held in confidence by the Board; and
 - iii. the complainant shall receive a copy of the notice to the Respondent.
- e. The Respondent shall be entitled to give the Board a written submission in response to the complaint within 10 days following the issuance of the notice.
- f. The Board shall review and consider the complaint and the Respondent’s written submission, if any, at a Board meeting and pass a resolution that:
 - i. authorizes the remedy, penalty and/or sanction to be applied; or
 - ii. provides the rationale for not imposing a remedy, penalty and/or sanction.
- g. The Board shall provide written notification of the resolution to the Respondent and Complainant within 10 days following the passing of the resolution.
- h. The decision of the Board is final and binding upon the Corporation and all Members and is not subject to review or appeal.

October 4, 2025