

Complaint in Co-operative Housing Society, Timeframe for its Resolution and Remedy for Member.

In a co-operative Housing Society, the Byelaws provide for the procedure for resolution of disputes. The members need to follow that procedure. Most of us are not aware that the authorities to approach for resolution depends on the nature of complaint. With the result, all of us approach the office of Dy. Registrar with any complaint. This leads to nowhere but increases bitterness and ego in the society. Alas, the worst follows.

Let me start with description of the seven authorities, where you can approach for resolution of your complaint, if the society fails to attend to your complaint within given period as per Byelaws or the decision or action of the society is not acceptable to you. The seven authorities, where you need to take your complaints are as under: -

- A. Registrar.
- B. Co-operative Court.
- C. Civil Court.
- D. Municipal Corporation/ Local Authority.
- E. Police.
- F. General Body Meeting.
- G. Federation.

How to complaint?

Member/s of society shall submit complaint application to any office bearer of society, in writing with details.

Within how much time the Managing Committee must respond?

The complaint will be put up and decided in the next Managing Committee meeting after its receipt. The Managing Committee shall take decision and convey the same to complainant within 15 days thereafter.

What will you do?, if there no response from society or the response is not acceptable to you.

If the complainant does not receive any communication within 15 days of the next meeting of the Managing Committee or if he is not satisfied with the reply, he may approach **"The Grievance Settlement and Redressal Committee"** of the society. You may refer to my article on the constitution of the **"The Grievance Settlement and Redressal Committee"** in a society. if the complaint / grievance is still not resolved the complainant may approach one of the above referred seven authorities.