

## [ CDA MEMORANDUM, January 05, 2006 ]

### **CONCILIATION PROCEDURES IN THE COOPERATIVE LEVEL (MODEL)**

The Board of Administrators in its meeting on April 25, 2005 has approved the Conciliation Procedures in the Cooperative Level (Model) per Board Resolution No. 152, s. 2005.

The Model may be adopted *in toto* or modified by the cooperative in the formulation of their own rules and procedures in settling their disputes within their level.

Please be guided accordingly.

Adopted: 5 Jan. 2006

(SGD.) NIEL A. SANTILLAN  
*Executive Director*

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### **CONCILIATION PROCEDURES IN THE COOPERATIVE LEVEL (MODEL)**

As far as practicable, all intra-cooperative disputes shall be settled amicably within our level. If amicable settlement is not feasible, the following rules and procedures shall govern our conciliation process in resolving disputes within our level.

**SECTION 1. Parties to a complaint** - The party who files a complaint shall be called the Complainant and the party being charged shall be called the Respondent.

**SECTION 2. Who may file a complaint** - Any member of a cooperative who has a cause of action against any member, officer or member of any Committee or of the Board of Directors of the same cooperative shall file a written complaint in any form and in such numbers as there are respondents, to the Secretary of the Conciliation and Committee/ Grievance Committee, hereinafter referred to as the "Committee" if there's any, of the cooperative concerned, stating the following:

- a. Name, address, position and status of membership of the complainant and the respondent/s, if known in the cooperative;
- b. Brief statement of facts and circumstances which cause the commission or omission of the fact complained of;
- c. Rights violated and evidence or testimony of witnesses; and
- d. Prayer, which shall state the relief sought and such other relief as, may be deemed just and equitable.