

ICC Austin

Member Relations Policy

As approved by the Executive Director, and incorporating all changes through:

Date

June 6, 2016

Revision History

Date	Author(s)	Summary of Changes
Jan 13, 2015	Lassiter, Thogersen	Policy creation
August 10, 2015	Lassiter, Thogersen	Addition of grievance procedure
June 2016	Thogersen	Removed anti-oppression training reference

Review History

Date	Reviewed by
June 2016	Thogersen, Lassiter, Hill

External Cross-references

Section(s)	Policy/Section Referenced

Introduction

Being a Member-Resident (member) in ICC Austin grants certain rights and entails certain responsibilities. Each person accepts responsibility to be active in their community – both at the house and organization levels. This includes, though not limited to, participating in democratic co-management, adequately and consistently performing labor duties, making a good faith effort to keep the houses running effectively, and making a reasonable effort to get along with other members.

While members are expected to uphold their responsibilities, it is the organization's responsibility to ensure that members have the adequate resources needed to fulfill their obligations. This includes training and education, documentation of processes, and written policies and procedures.

This policy outlines the ICC Austin Member Rights & Responsibilities and sets the overall tone for the relationship between the members and ICC Austin at various levels (interpersonal, houses, ICC Austin as a whole). This policy is not intended to be all inclusive and should be taken into consideration with the entirety of the ICC Austin Bylaws, Board policies and other operational policies.

Policy

1. As a Member of ICC Austin, you have the right:

- To live in a democratically run house and organization
- To improvement and change in the house and organization
- To be heard and listened to
- To privacy and space
- To a safe and healthy environment
- To have capable house and organizational officers
- To have a clean, well-organized house
- To have access to house and ICC financial records
- To criticize house problems
- To be able to take pride in and be fully involved in your house and organization

2. As a Member of ICC Austin, you have a responsibility:

- To attend house meetings and stay up to date on Board issues
- To understand policies and bring new ideas forward
- To listen to others' ideas
- To respect others' privacy and space
- To report problems that are unable to be corrected at the house level
- To talk to and support officers
- To do your labor and encourage others to do theirs
- To pay your rent on time

- To work towards creative solutions
- To be a fully involved member of ICC

Procedure

1. ICC Austin Staff will ensure members are informed of their rights and responsibilities by:
 - a. Communicating the information at New Member Orientation
 - b. Providing each new member with a copy of the ICC Austin Book of Answers
2. ICC Austin Staff will maintain a regular schedule of trainings to ensure all members have the tools and resources needed to fulfill their responsibilities within the cooperative. This includes:
 - a. New Member Orientation (3 times per year)
 - b. House Officer Training (3 times per year)
 - c. Conflict Resolution & Mediation Training (3 times per year)
 - d. General Membership Meetings (Bi-annual)
3. ICC Austin Staff will create and maintain operational policies that are reviewed annually to ensure relevance and accuracy.
4. Input from members to staff will be actively encouraged so policies and trainings are aligned to meet member needs.
5. If a member has a concern or grievance with an ICC Austin operational policy or procedure and/or if a member feels they have been unfairly treated, the following actions may be taken:
 - a. Voice concern(s) to ICC Austin Staff. Staff will listen, evaluate the concern, and determine what policy or procedure changes are needed, if any. All concerns and grievances are explored through the context of ICC Austin as a collective whole.
 - i. Members may consult an ICC Austin Trained Conflict Mediator if they wish to have a mediated discussion with staff.
 - ii. Staff will follow-up with the member on the resolution decision.
 - b. Voice concern(s) to the ICC Austin Board of Directors. The first ten minutes of every Board meeting are allotted for member open times. Any ICC Austin member may attend a Board meeting and address the Board.
 - i. The Board will follow-up with the member regarding action by the Board, if any.
Note: The Board follows its own process for grievances and may choose not to take action.
 - c. If neither of the above processes provide for sufficient resolution of a concern or grievance, a member may utilize the referendum procedures outlined in the organization Bylaws of ICC Austin.