

Manitoba Geothermal Energy Alliance  
Policy/Procedure

<b>POLICY:</b> <b>Membership Decertification/Arbitration</b>	<b>Policy Implementation Date:</b> <u>April 2007</u> <b>Policy Amended Date:</b> <u>October 07, 2008</u> <b>Signature:</b> <u>B. Laufer, President</u>
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**General**

The MGEA is committed to the highest industry standards and corporate ethics. Members of the organization must comply with MGEA standards, policies and all conditions set forth by the organization to ensure a fair and level playing field and to further install confidence within an industry.

While decertification is a last resort for MGEA against any one of our members, it is a tool which may be used to reprimand, discipline or expel non compliance with MGEA's high level industry protocol.

It is the practice of the Board of Directors to ensure industry compliance with all its bylaws and policy documents.

**Process:**

1. A written complaint from a third party (i.e. consumer) outlining the actions or conduct of a MGEA member shall be accepted.
2. Consumer concerns/complaint shall be received up to two (2) years from date of installation.
3. Once advised, the MGEA member may either attempt to resolve the dispute or choose to have differences arbitrated.
4. The MGEA appointed Arbitration Committee will review the concern/complaint on a preliminary basis with the complainant, the MGEA member and the manufacturer (where applicable) and recommend:
  - a. the complaint is not valid; or
  - b. time for the MGEA member to correct the fault; or
  - c. a more detailed investigation and report be pursued to correct the concern/complaint.
5. If there is no resolution from the intervention of the Association with the member, the MGEA shall investigate the concern to determine if the concern is valid and/or recommend the necessary remedial work that must be performed by the MGEA member to address the complaint.
6. When the MGEA member is found at fault in a complaint, costs for the inspection shall be the responsibility of the MGEA member.
7. Decertification of membership will be recommended if the MGEA member:
  - a. fails to respond to the MGEA formal recommendations; or

- b. makes no effort to correct the identified deficiencies; or
- c. is the subject of more than two (2) investigations within one (1) calendar where the MGEA member is found at fault; or
- d. member does not reimburse MGEA for inspection costs.

**Steps of Decertification:**

1. MGEA member is informed by registered mail that his membership is under review by the MGEA and he/she will be temporarily removed from the membership list.
2. His/her membership renewal shall be re-installed after remedial corrections to the installation is verified by a MGEA systems audit.
3. If the MGEA received a second complaint within two (2) years about the installer company from a new consumer and the complaint is found to be in non-compliance with industry standards, the affected member shall be removed as a MGEA qualified member for a period of three months.
4. The member may apply for membership renewal after the three (3) month time frame if corrective actions have been taken and verified by MGEA systems audit.
5. If corrective measures are initiated by the installer company, the MGEA may remove previously corrected at fault complaints from the installer's file to a maximum removal of one every two (2) years.
6. If the MGEA receives a third complaint that is validated according to MGEA standards, Code of Ethics, System Audit and CSA standards, he or she will be removed as a member in good standing for a period of three (3) years.
7. Additional training and/or certifications, may, at MGEA's discretion, be required to be taken to be reinstalled as a MGEA qualified member.