

Swansea Hackspace

Complaints Procedure

This documents outlines a specific complaints process that the directors will follow for any complaint, large or small.

1. A complaint is received in person, via email, or via the online form
2. A valid complaint is defined as any allegation of behaviour breaking the rules, where the rule broken involved the space
3. Generally the directors will discuss the matter briefly and either
 - a. An email is sent to the complainer stating that the issue is being dealt with
 - b. An email is sent to the complainer stating that the directors do not consider the issue to be a space problem
4. The directors will consider the complaint, noting if it has broken any of the rules or the code of conduct. Based on the severity of the allegation they may choose to take action as outlined in the grievance policy