Swansea Hackspace
Grievance Policy

The directors have the authority to ban anyone from entering the space, and to strip anyone of their membership, but must only do so in circumstances where this is best for the Swansea Hackspace as a whole.

We will only ban repeat offenders who persistently demonstrate unwillingness to co-operate. Throughout the process every effort will be made to keep clear and constructive communication between the directors, the offending party, and any other affected parties.

Introduction
This policy applies to both members and non-members who use the Swansea Hackspace.
A person may be banned from the space if they are in violation of the Rules or Code of Conduct, if they are causing persistent annoyance, or if they have the potential to harm other users of the space.
Before the formal banning procedure is entered into, the directors must make every attempt to resolve the issue informally.

Process
The offending party must be given at least two official warnings before being banned. At every stage, it must be made clear to the party where they are in this process.
At every stage, the directors must be in agreement that allowing the user to continue to use the space would not be in the best interest of the organisation.
At every stage, the directors must make their reasoning available to the offending party. They must also make as much detail as is appropriate available to all members.
By default, a ban will be for a year. At their discretion, the directors can issue a reduced ban period.
Bans of more than one year may only be issued in extreme circumstances. The directors must review these bans yearly.
If the offending party is a member, the ban will trigger the process to officially revoke their membership.
When a person is banned, their right to access Swansea Hackspace is revoked. Any entry to the space without the prior, express permission of directors will be considered trespass. If they are a keyholder they must surrender their Hackspace key.
The directors must seek feedback from the community to ensure this process remains fair and balanced.