

# Complaints



BURN Arts, Inc.

Policy  
BA-P009

## 1. Applicability

This document is a policy of BURN Arts, Inc. (“**Association**”).

This document applies to all members of the Association (“**Members**”) and where reasonable, serves as a guide to the complaints process for individuals attending our events (“**Participants**”), including Modifyre, and individuals accessing our resources at any of our event venues, including East Brisbane Bowls Club and Hackerspace Brisbane.

## 2. Purpose

To provide guidance for participants of BURN Arts community events on how to make a complaint, and the processes and procedures that the association will follow, including any escalation process.

## 3. Overview

The association aims to create a safe and healthy environment for its members and participants with clear policies to support this. If any breaches or gaps in these policies are reported, the association is committed to assessing and addressing them in a way that best promotes responsibility, growth and to dissuade further breaches.

## 4. Complaints Process

### Making a Complaint

In order to make a complaint or to follow up on a complaint made at an event please email [feedback@modifyre.org](mailto:feedback@modifyre.org). The complaint will be reviewed by the Event Producer within a reasonable time and an initial response made. The person making the complaint is encouraged to discuss and resolve any dissatisfaction with the response with the Event Producer before escalating.

### Escalating a Complaint

If the complainant is unsatisfied with the response made, they can escalate the complaint to the Burn Arts Management Committee, who will discuss and respond again within 7 days of their monthly meeting. Email [chair@burn-arts.org](mailto:chair@burn-arts.org) describing the complaint, why you are dissatisfied with the outcome, and what solution you would like to see.

The email trail concerning the original complaint may be shared with the committee in order to fairly assess and resolve the complaint, and may also be forwarded within the escalation email by the Complainant.

### **Complaint Outcome**

Although the outcome that is decided by the committee is final, it will be made with great consideration.

## **5. Related documents**

- BA-P002 – Harassment, Discrimination and Bullying
- BA-P003 – Workplace Health and Safety
- BA-P004 – Drugs & Alcohol
- BA-P005 – Eviction
- BA-P007 – Social Media
- BA-P008 – Decommodification
- BA-P008 – Ticketing

## **6. Contact**

For further information, please contact:

Chair  
BURN Arts, Inc.  
Email: [chair@burn-arts.org](mailto:chair@burn-arts.org)

## **7. Version control**

<b>Version</b>	<b>Date</b>	<b>Comments</b>
V1.00	25 May 2019	Version 1

### **Important note**

This document is intended to help resolve community issues. It is not intended to, nor can it, apply to issues affecting our community where they have been taken to outside agencies such as the police. If you require clarification of this document, please contact the Chair of BURN Arts [chair@burn-arts.org](mailto:chair@burn-arts.org).