



Complaints are rare but can happen. The Makerspace staff wants to make sure that members, guests and staff are comfortable using the Space. Serious efforts are made to provide training, a safe atmosphere and a welcoming environment where everyone feels they belong. Suggestions are always encouraged on how we can improve the Makerspace experience. All members are encouraged, as civilized adults, to try and resolve differences. If it would help to have a mediator, the Personnel Committee is happy to offer mediation to all persons involved as a 3rd party.

Complaint Procedure:

Complaints are classified in two types:

- **Simple complaints**, which includes but are not limited to actions that may be frustrating or annoying, not being respectful of others or the Space, using tools without proper training, not following procedures for cleaning up after using an area or equipment, etc.
- **Extreme complaints**, which includes but is not limited to actions or intent that are dangerous or aggressive to others or oneself. Such actions include but are not limited to misuse of dangerous equipment, purposefully damaging equipment or projects, threatening or inappropriate behavior, or repeated violations of the Rules and Policies, etc.

Complaints can be made by and about members, guests, board members, staff or volunteers. All complaints that require action will have a Complaint Form filled out. Actions can include but are not limited to verbal warnings, written warnings, suspensions, revoking membership, fees for repair or replacement of equipment used in manners other than it is designed for. Complaint forms are sent to the Personnel Committee composed of 3 members: a Board member, a Shoplead and a volunteer.

Simple complaints will involve a verbal or written communication if appropriate. If action is required:

- A complaint form will be filled out and sent to the Personnel Committee.
- All complaint forms are documented including action taken and communication back to the complainant.
- After 3 complaints about the same individual, the Personnel Committee will review and recommend action and follow-up. The Board of Directors is *kept apprised of* but is *not involved in* the decision making *unless* requested by the Personnel Committee.
- Actions taken could include more training on equipment, reiteration of the Rules and Policies, recognition that behavior is inappropriate, etc.

Extreme complaints are serious and would involve posing a danger to self or others or the Space.

- If a staff member, board member or volunteer is present during such an occurrence, **they have the authority to immediately suspend the other person involved** until the Personnel Committee reviews the complaint form and decides on a course of action.
- The Personnel Committee has 30 days to make a decision and inform all parties involved.

Appeals can be made by filling out and submitting an Appeal form. Once received, the Personnel Committee has 30 days to review and decide what action or inaction to take based on the merit of the appeal.

Rules and Policies, complaint and appeal forms are available online at www.mankatomakerspace.org under Member Resources. Any questions regarding the above information can be directed to the Personnel Committee or the Board of Directors at mnmakersandartists@gmail.com.