Kabir Cultural Centre — Complaints Policy

The Kabir Cultural Centre ("the Centre") is committed to creating a safe, respectful, and inclusive environment for everyone who participates in our programs, events, and community activities. We take all concerns seriously and provide a fair and accessible process for raising and resolving complaints.

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1. Purpose of This Policy

This policy explains how individuals can raise concerns about conduct, decisions, or experiences related to the Centre, and how those concerns will be addressed.

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2. Who This Policy Applies To

This policy applies to:

- Community members
- Program participants
- Artists and collaborators
- Volunteers
- Donors and supporters
- Anyone interacting with the Centre's activities or services

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3. What You Can Make a Complaint About

You may submit a complaint about:

- Interpersonal conflict or disrespectful behaviour
- Harassment, discrimination, or safety concerns
- Program or event experiences
- Decisions made by staff or volunteers
- Misuse of authority or violation of Centre policies
- Any situation that affects your dignity, safety, or participation

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4. How to Submit a Complaint

You may submit a complaint by:

- Emailing us at **info@centrekabir.com**
- Speaking with a staff member or program lead
- Using any complaint form or reporting tool provided at an event

Please include as much detail as you feel comfortable sharing. If you need help preparing your complaint, we will provide support.

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5. Confidentiality

All complaints are handled **confidentially**. Information is shared only with individuals who need it to review or resolve the concern. We do not disclose your identity without your consent unless required for legal or safety reasons.

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6. Our Commitment to Non-Retaliation

The Centre strictly prohibits retaliation in any form. No individual will be subjected to negative treatment, exclusion, or disciplinary action for raising a concern in good faith. Retaliation—direct or indirect—is not tolerated under any circumstances.

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7. How Complaints Are Reviewed

Once a complaint is received:

1. We acknowledge receipt of your concern.
2. A staff member, program lead, or designated reviewer will look into the matter.
3. We may contact you for more information if needed.
4. We will work toward a fair and timely resolution.

In some cases, the Centre may involve a **neutral third-party mediator** or external reviewer to ensure fairness.

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8. Serious or Urgent Concerns

If a complaint involves harassment, discrimination, violence, threats, or any safety risk, it will be addressed **immediately** and may be escalated to senior leadership or external authorities when appropriate.

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9. Accessibility and Support

If you need help submitting a complaint—due to language, disability, or any other reason—we will provide assistance. Requesting support will not affect the fairness or outcome of the process.

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10. Outcomes

After reviewing a complaint, the Centre may:

- Facilitate a conversation or mediation
- Provide clarification or additional information
- Make changes to programs or practices
- Take corrective or disciplinary action when necessary

You will be informed of the outcome as appropriate.

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11. Contact Us

If you have a concern or would like more information about this policy, please contact:

Kabir Cultural Centre
Email: info@centrekabir.com

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12. Updates to This Policy

This policy may be updated periodically. The most recent version will always be available on this page.