



POLICY:

Complaints and Dispute Resolution Policy



**BRAZILIAN
CULTURAL
CENTRE**

midlands - united kingdom

Policy Owner: Simone Dias
Policy approved by: The Board
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Introduction

Brazilian Cultural Centre is committed to providing a positive and welcoming environment for all our patrons, participants, and stakeholders. We understand that there may be occasions when concerns or disputes arise, and we aim to address these issues promptly, fairly, and effectively. This Complaints and Dispute Resolution Policy outlines our procedures for handling complaints and disputes.

Scope and Purpose:

This policy applies to all individuals and entities associated with **Brazilian Cultural Centre**, including but not limited to visitors, members, employees, volunteers, vendors, and partners.

The purpose of this policy is to establish a transparent and fair process for addressing complaints and resolving disputes, ensuring that concerns are dealt with promptly and with respect to all parties involved.

Principles:

Confidentiality: All complaints and dispute resolutions will be treated confidentially to the extent possible, while adhering to any legal requirements.

Fairness: **Brazilian Cultural Centre** is committed to treating all parties involved in a complaint or dispute fairly and impartially, without prejudice or bias.

Timeliness: We aim to resolve complaints and disputes promptly, acknowledging receipt of a complaint within 7 business days and providing a resolution within 30 business days, where possible.

Accessibility: We will ensure that our complaint and dispute resolution process is accessible to all, regardless of their abilities or language proficiency.

Continuous Improvement: **Brazilian Cultural Centre** will use feedback from complaints and disputes to improve our services and prevent future issues.

Complaint Submission:

Individuals or entities wishing to make a complaint should do so in writing, using our designated complaint form, which can be obtained from our website or in person at our office.

Complaints can also be submitted via email to hello@brazilianculturalcentre.co.uk in person or by mail to *Unit 18, Sneinton Market, Nottingham, NG1 1DU, United Kingdom*.

All complaints should include a clear and detailed description of the issue, any relevant documentation, and the complainant's contact information.

Complaint Handling Process:

Upon receiving a complaint, **Brazilian Cultural Centre** will acknowledge its receipt within 7 business days.

The complaint will be assigned to an impartial staff member responsible for investigating and resolving the issue.

Brazilian Cultural Centre will make every effort to resolve the complaint within 30 business days. If further investigation is required, the complainant will be notified of the expected timeline.

The complainant will be informed of the outcome of the investigation and any actions taken to address the issue.

Dispute Resolution:

If a complainant is dissatisfied with the resolution of their complaint, they may request a review of the decision within 14 business days of receiving the outcome.

The review will be conducted by a senior staff member not involved in the initial investigation.

The decision resulting from the review will be considered final.

External Resolution:

If the complainant remains dissatisfied after exhausting the internal complaint and dispute resolution processes, they may seek external resolution through appropriate authorities, regulatory bodies, or legal channels, as applicable.

Record Keeping:

Brazilian Cultural Centre will maintain records of all complaints and resolutions for a period of 5 years, ensuring compliance with data protection regulations.

Review and Revision:

This policy will be reviewed periodically to ensure its effectiveness and compliance with applicable laws and regulations.

Any updates or revisions to this policy will be communicated to all relevant parties.

We encourage open communication and feedback. Brazilian Cultural Centre is committed to providing a culturally enriching experience for all, and this policy is in place to ensure that concerns and disputes are addressed promptly and fairly. Your input is valuable in helping us improve our services and uphold our commitment to cultural enrichment.

For further inquiries or to submit a complaint, please contact us at hello@brazilianculturalcentre.co.uk