

## **Member complaint procedure**

Disputes in forums can arise from simple misunderstandings between the two parties. As a result, early and open communication is the best way to solve the vast majority of disputes.

**If you have a dispute with another BusinessVenturing.com member, here are some steps that you can take to help resolve the issue:**

1. Try communicating directly to solve your dispute

Contact the member of Business Venturing that you have a dispute with, via e-mail or the Private Messaging system, to try and resolve your differences. Addressing the problem early prevents it from escalating into something more complex, which will be harder to resolve in the future, and which may add to a detrimental experience on the forums.

**If you aren't able to work out the problem with the member you are having a dispute with directly, or you have some other complaints that does not involve a difference of opinions between you and the member in question (such as reports of thread spamming, forum rules being broken, etc), BusinessVenturing.com provides a complaints procedure:**

Make a report via e-mail or private messaging to either a moderator of the forum involved, or to the webmaster of BusinessVenturing.com, providing details of the matter including any history behind the matter. BusinessVenturing.com will then carry out the following procedures:

**In the event of unresolved disputes between members:**

a. In the event of disputes between members, the moderator and/or webmaster will attempt to moderate to solve the matter amicably. Failing this, the matter will be laid to rest by an amicable agreement to accept different opinions and points of view - we cannot always expect everyone to agree with our own views. The moderator and/or webmaster will also look into whether there is a need for the relevant threads to be edited, so as to maintain a comfortable and enjoyable environment for the entire community, and to maintain the integrity and usefulness of the discussion threads. There is no need for the entire community to read long threads involving matters between several members, which may not be useful or relevant to the act of business start-ups.

b. Please note that this does not include any healthy debates that may occur on the forum threads, we understand and appreciate healthy discussions from different points of view.

c. Should the same members cause any further problems on public threads, the moderator and/or webmaster may choose to suspend membership of the parties involved for a short period of time - disagreements are fine, but we do not encourage these disagreements spilling out to the rest of the community with the effect of causing discomfort and unpleasantness to the entire community.

**In the event of thread spamming or other illegal activities:**

a. The moderator and/or webmaster will investigate into the circumstances of the matter, to establish the facts of case so as to be able to make a fair judgement.

b. Should the offending member be indeed proven guilty of the offences, from the facts gathered, this member will be provided with an initial warning - not all members may be aware of the forum rules, and as such should be given the chance to amend their ways.

c. Threads containing the offending material will be deleted by the moderator and/or webmaster.

d. Should the offending member repeat the offence again, his/her membership will be suspended for a period of time that is to the discretion of the moderator/webmaster - this will depend on the severity of the offence.

e. Should the same offending member repeat offences after serving this suspension, membership will be revoked and the IP banned - BusinessVenturing.com is a safe environment for all to use, and we will not tolerate offenders that threaten the integrity and environment that we have.

Should the report made of a said offence prove to be untrue, the moderator and/or webmaster reserve the right to take action against the member who made the false accusations:

a. If it is a simple misinterpretation of the forum rules, the moderator and/or webmaster will explain to the reporting member and the matter laid to rest.

b. If it is a case of 'sour grapes', or unfair accusation, the reporting member will be given a warning, and the unfair accusation be treated as an offence and the procedures will be as laid out in the section above for offences.