

THE PUNCH BOWL, BURTON IN LONSDALE LTD, ("THE SOCIETY")

Complaints and Disputes Policy

1. Customer

1.1. If a customer of The Punch Bowl Inn (the "Pub") has a complaint in relation to the operation of the Pub, the "Complainant", he/she must raise it first with the current manager of the pub (the "Manager") who is responsible for all day-to-day matters pertaining to the operation of the Pub.

1.2 The Manager will endeavour to resolve the complaint using the customer service technique BLAST.

- **B:** believing what the customer says
- **L:** listening without interrupting
- **A:** apologizing for the issue
- **S:** solving the problem together
- **T:** thanking the customer

1.3 If the Manager is unable to resolve the complaint to the satisfaction of the Complainant, the Complainant may raise the matter with the The Punch Bowl, Management Committee (the "Committee") in writing to burtoncommunityinn@gmail.com

1.4. The Committee shall use reasonable endeavours to assist in the resolution of the complaint and shall do so as soon as reasonably possible.

2. Disputes between a Member of the Society and The Punch Bowl, Burton in Lonsdale Ltd, or a Member/Officer of the Committee.

2.1 Paragraphs 9.12 of the Society's Rules (the "Rules") sets out what is to occur if there is a dispute between a Member and The Punch Bowl, Burton in Lonsdale Ltd or an officer of The Punch Bowl, Burton in Lonsdale Ltd, as to the interpretation of, or arising out of, the Rules.

2.2 If a Member has a complaint against any Member of the Committee (other than as set out in paragraph 2.1 above), that Member may put such a complaint in writing to the Chairman of the Committee and the Committee shall use reasonable endeavours to assist in the resolution of the complaint and shall do so as soon as reasonably possible.

2.3 If the Committee is unable to resolve the complaint to the satisfaction of the complaining Member, the Member may use the procedure set out in paragraphs 4.5 to 4.7 of the Rules to require that a Special Members' Meeting be called.

3. Review

This policy will be reviewed every 2 years.

Signature:
(Chair)

Date:

Signature:
(Secretary)

Date: