

48 West Limited

General Complaints Procedure

Adopted as amended

Tuesday 12th May 2015

48 West Ltd owns and operates The Hope, 48 West Street, Carshalton, Surrey. SM5 2PR. This Procedure applies solely to that business and no other.

- 1) All complaints, if at all possible, should be dealt with immediately at the time of complaint by a member of the staff of the company.
- 2) Should an immediate resolution not be possible then the complaint should be escalated through the company's normal chain of command.
 - 2a) The chain of command is Bar Staff->Senior Bar Staff->Manager->Licensee->Director->Board
 - 2b) Complaints needing to be escalated above the level of manager, or involving a manager, will be reported to the Complaints Monitor. The Complaints Monitor is not subject to, or part of, the chain of command, except that they may be a Director of the Company.
- 3) The Complaints Monitor will not adjudicate on complaints.
- 4) The Complaints Monitor will ensure that unresolved and serious complaints are dealt with in a proper manner and will report on such complaints directly to the Company Chair.
- 5) The Board of the Company will be the final arbiter and will discuss any ongoing complaints at every board meeting

Prepared by:
Rodger Molyneux
Director
48 West Ltd.
12th May 2015