

BURWASH WEALD & COMMON MEMORIAL FUND PLAYING FIELD

STONEGATE ROAD, BURWASH COMMON, EAST SUSSEX, TN19 7NA
(REGISTERED CHARITY NO. 282296)

Policy Name	Complaints	Created Date	19/10/2017
Created by	G Lewis	Last Reviewed Date	07/06/2021
Approved by	J Richardson	Next Review Due	1/06/2024

Reason for Policy

Our charity both contributes to and depends on the support of the local community. Unresolved complaints can break this bond of trust. This policy is designed to help you if you have a concern about our operation.

Please remember that the charity is run entirely by volunteers, not paid staff.

What to do if

- You suspect that a crime has been committed:** Phone 101, or 999 if someone is at immediate risk of harm, to report to the police.
- You are not satisfied with the response of the Trustees to a serious complaint:**
There are numerous government bodies who deal with potential issues. The Charities Commission website gives a comprehensive guide.
- You have an immediate problem:**
 - Excessive noise from the Pavilion at night: Go to the bar and ask the bar staff for help. They can ensure the doors are closed and ask to have the volume reduced. As with any public venue, some noise is inevitable. Events will end by 11.00pm.
 - Pavilion not open for your event: Phone Julia on 01435 882172 or 07779 266034. If no response, phone Graham Lewis on 07508 882407
 - There is a problem with the facilities during your event: Ask the bar staff for help. If there is no bar, phone Julia on 01435 882172 or 07779 266034. If no response, phone Graham Lewis on 07508 882407.
- You have another complaint**
 - For concerns relating to a specific booking, please contact the booking secretary.
 - For other concerns, please leave a letter in the green post box or email bcpavilionbar@gmail.com

What we will do

- For serious complaints made to statutory bodies or the police, we will cooperate with their investigations and abide by their recommendations
- For immediate complaints, we will endeavour to resolve the problem at the time.
- For other complaints we will investigate and give an initial response within two weeks.