

BACBS COMPLAINTS AND DISPUTES POLICY Draft 2.1

1. Complaints by a customer of The Abingdon Arms

- 1.1 If a customer of The Abingdon Arms (the “Pub”) has a complaint in relation to the operation of the Pub* (the “Complainant”), he/she must raise it first with the current tenant of the pub (the “Tenant”).
- 1.2 If the Tenant is unable to resolve the complaint to the satisfaction of the Complainant, the Complainant may raise the matter with the BACBS Management Committee (the “Committee”) in writing to ‘info@bacbs.org’
- 1.3 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 BACBS, or a Member/Officer of the Committee

- 2.1 Paragraphs 9.12 and 4.5 to 4.7 of the Society’s Rules (the “Rules”) sets out what is to occur if there is a dispute between a Member and BACBS, or an officer of BACBS, 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.

*NOTE: the Tenant is responsible for all day-to-day matters pertaining to the operation of the Pub, such as, for instance, food, drink, service, temperature and cleanliness.