



St LUCIA BOWLING CLUB Inc

Bar Staff Complaints Against Patrons Policy

- (1) Through consultation, the Providore is to appoint a Member of the Management Committee to be the Manager of Bar Staff Complaints Against Patrons for each bar shift.
- (2) All Bar Staff are to be notified of the identity of the Manager prior to the commencement of the shift.
- (3) In the event Bar Staff form the view that they have been subjected to unacceptable behaviour by a patron, they are to complain to the Manager as soon as practicable.
- (4) The Manager is to address the complaint expeditiously and deal with it as the Manager sees fit.
- (5) In considering how to deal with the complaint, the Manager is to take into account any remedy sought by the complainant, but it is the Manager who is to determine what action, if any, is to be taken.
- (6) Any interactions between the Manager and the patron against whom a complaint has been made, are to be conducted as politely and diplomatically as circumstances permit.
- (7) The intervention by the Manager is to protect the Bar Staff from any further unacceptable behaviour. The intervention is not in the nature of punishment for the behaviour complained of, although the intervention may necessarily result in the patron suffering disadvantages, for example, being refused any further service.
- (8) As soon as practicable after an incident, the Manager is to forward to the Management Committee, through the Secretary, a written report, summarizing the complaint made, any response to the Manager by the person against whom the complaint was made, that person's identity (if known), and the manner in which the Manager dealt with the complaint.
- (9) The Secretary is to keep a record of each report.

.Document Control

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