



COMPLAINTS PROCEDURE

- NB1 References to the “Fox and Goose” within this document refer to The Fox and Goose (Hebden Bridge) Limited, Registered Society, Number 32021R
- NB2 References to “employees” and “staff” within this document include staff employed on a permanent and temporary/casual basis, including secondees.

1. Informing improvements

- 1.1. The Fox and Goose looks for ways to improve what we do, acknowledging that occasionally things go wrong. Our complaints procedure makes sure complaints are listened to and used to bring about improvements.
- 1.2. We welcome complaints from people both internal and external to the Fox and Goose including customers, members, non-members, suppliers, staff, volunteers, directors and consultants.
- 1.3. The Board of Directors receives regular, anonymised, summaries of complaints in order to identify trends and ensure that improvements are made that will benefit everyone at the Fox and Goose.

2. What we will do

- 2.1. If you make a complaint we will:
- listen carefully to what you have to say;
 - deal fairly and sensitively with your concern;
 - take action, where appropriate;
 - keep you updated and informed;
 - respect any request for confidentiality, if you request this (sometimes this means we cannot fully investigate a complaint – we will let you know if this is the case before taking action);
 - keep records of the complaint, investigation and outcome.

3. What we ask you to do

- 3.1. If you make a complaint we ask you to:
- explain the issue reasonably, clearly and fully;
 - describe what you have done about the issue so far;
 - communicate what you feel would be the best resolution/outcome;

- give us reasonable time to deal with it;
- recognise that some things are beyond our control;
- tell us about anything you may need to help you make a complaint.

4. When to raise a concern and with whom

- 4.1. Please raise your complaint immediately wherever possible and always within two weeks of something happening that causes you concern.
- 4.2. Wherever possible, discuss your concerns with a member of staff: we want to resolve your complaint as soon as possible.
- 4.3. If your concern is about a member of staff, please contact the Pub Manager via email (see contact details at the end of this procedure).
- 4.4. If your concern is about the Pub Manager, please contact a Director (see contact details at the end of this procedure).
- 4.5. If your concern is about a Director, please contact the Secretary to the Board of Directors (see contact details at the end of this procedure).
- 4.6. If your concern is about the Secretary to the Board of Directors, please contact the Chair of the Board of Directors (see contact details at the end of this procedure).

5. Step 1 - Informal

- 5.1. We want to resolve any concerns/issues you have as soon as possible. A quick conversation with a member of staff may be all that is needed to resolve an issue for you immediately.
- 5.2. First of all, discuss your concerns with a member of staff/appropriate person (see section 4 above and the contact details at the end of this procedure). This could be verbally or in writing.
- 5.3. The person receiving your complaint will try to respond immediately, but a response may take longer, and it could take up to two weeks to give you a response.
 - 5.3.1. If it is likely that it will take longer than two weeks to respond, we will keep you informed.

6. Step 2 - Formal

- 6.1. If you are unhappy with our response at the informal stage (Step 1), you can make a formal complaint. This must be in writing and sent by post, in person or via email (see contact information in section 4 above and at the end of this procedure).
- 6.2. Formal complaints must be received within four weeks of the end of the informal stage (Step 1).

- 6.3. In your formal complaint:
- tell us what you are complaining about;
 - outline the facts as you see them;
 - give us details such as dates and the people involved;
 - tell us what steps you have taken to resolve the issue so far;
 - give us permission to investigate your complaint;
 - be specific about your preferred outcome/resolution.
- 6.4. Your complaint will be issued to the most appropriate person for investigation. This will be someone who has not been involved at the informal stage (Step 1) and has no conflict of interest.
- 6.5. The person investigating the complaint will acknowledge receipt of your complaint within one week.
- 6.6. The person investigating the complaint will take reasonable steps to gather information to inform their response. This may involve talking to other people and, if necessary, they will contact you for further information.
- 6.7. We aim to complete the investigation within four weeks.
- 6.7.1. If it is likely that it will take longer than four weeks, we will keep you informed.
- 6.7.2. When the investigation is complete you will get a written response stating the findings and outcome.

7. Step 3 - Appeal

- 7.1. If you are not satisfied with the outcome of your complaint you can appeal. This must be in writing and sent by post, in person or via email to the Secretary to the Board of Directors (see contact information in section 4 above and at the end of this procedure).
- 7.2. Appeals must be received within two weeks of the end of the formal stage (Step 2).
- 7.3. We will only consider appeals if:
- the facts stated were not investigated;
 - the findings do not match the outcome;
 - the outcome is unreasonable (ie the outcome was not a possible conclusion which a similar process might have reached);
 - the Complaints Procedure was not followed.
- 7.4. In your appeal:
- tell us that you want to make an appeal;
 - outline why you are not happy with the response provided at the formal stage (Step 2);
 - tell us the grounds on which you are making an appeal (see 7.3 above).

- 7.5. If there are sufficient grounds for the appeal to be investigated, the Board of Directors will appoint an appeals panel comprising at least two people, at least one of whom must be a Director.
- 7.6. The appeals panel will comprise people who have not been involved in your complaint to date and have no conflict of interest.
- 7.7. The appeals panel will review your complaint and inform you of the outcome within four weeks.

8. This ends the Fox and Goose's Complaints Procedure for non-members.

9. Step 4 – Arbitration (Members and former members only)

- 9.1. If you are a member or former member of the Society, you have exhausted steps 1 to 3 of this Complaints Procedure, and you are still not happy with the outcome of your complaint, the process outlined in Rule 95 of the Society's rules shall be followed regarding the appointment of an independent arbitrator.
- 9.2. Your request for the appointment of an independent arbitrator must be made in writing and sent by post, in person or via email to the Secretary to the Board of Directors (see contact details at the end of this procedure).
- 9.3. Requests for arbitration must be received within two weeks of the end of the appeal stage (Step 3).

10. This ends the Fox and Goose's Complaints Procedure for members/former members.

Contact information

The Fox and Goose (Hebden Bridge) Limited
7 Heptonstall Road, Hebden Bridge, HX7 6AZ.

Pub Manager: manager@foxandgoose.org

Board of Directors: info@foxandgoose.org

Secretary to the Board of Directors: secretary@foxandgoose.org

Chair of the Board of Directors: chair@foxandgoose.org