



CUSTOMER COMPLAINTS PROCEDURE

The Barn, Ringwood is committed to providing a safe, enjoyable, and high-quality experience for all customers. We take complaints seriously and aim to manage them effectively, fairly, and efficiently.

Raising a complaint during an event

If you experience an issue during a live performance, event, or while attending the venue, please raise the matter at the time with one of our Ushers, who can then call the Duty Manager to assist. This allows us the opportunity to investigate and, where possible, resolve the issue immediately.

We understand that sometimes things go wrong, but we expect that complaints are raised in a reasonable manner. Speaking to staff and volunteers in an unacceptable way may result in an individual being banned from the Ringwood School site, where the Barn is situated.

Examples of unacceptable behaviour are as follows:

- Displaying a temper, or shouting at members of staff;
- Using physical aggression or physically intimidating a member of staff, e.g. standing very close to her/him; the use of aggressive hand gestures; threatening behaviour in person, over the phone or in writing;
- Shaking or holding a fist towards another person;
- Using inappropriate or offensive language towards a person, in person, over the phone or in writing either directly or over social media;
- Persistent demanding / intimidating email correspondence to a member(s) of staff (persistent being more than twice on the same matter);
- Inappropriate communication (including defamatory, offensive, prejudicial or derogatory comments) about The Barn, individually named members of staff or volunteers through social networking sites and/or casual communication;

- Bringing a weapon or item that could cause injury to a person or property onto site.

This is not an exhaustive list but seeks to provide illustrations of such behaviour.

Complaints following an event

Any complaints that are not raised and resolved during an event, or complaints relating to any other aspect of our operations, should be submitted in writing by email to:

contact@thebarnringwood.co.uk

Please provide as much information as possible, including:

- Your name and contact details
- The date and time of the incident or event
- Details of your complaint
- Any relevant supporting information

These will be addressed by the Venue Manager in the first instance. If not satisfactorily resolved, then it will be referred to a director for consideration and final determination.

If the complaint is license related or raised by someone not attending an event, in addition to the process above, the person raising the complaint can then consider referring the matter to the local licensing authority.

Our Response

We will acknowledge receipt of your complaint within five working days.

We will investigate the matter and seek to resolve the complaint as soon as is reasonably practicable. Where further enquiries are required, we will keep you informed of progress.

Escalation

If you are dissatisfied with the outcome of your complaint, you may contact the relevant department at New Forest District Council. Further information can be found on the Council's website.

We will share the original complaint and our response to New Forest District Council if requested.

Review

The Barn, Ringwood reviews complaints received to help improve our services and customer experience.