



FEEDBACK & COMPLAINTS POLICY

St James is committed to delivering an excellent standard of service and/or entertainment to our users.

We value feedback from users of St James because it helps us to continually improve our service and to make our events the best that they can possibly be.

How to give feedback or make a complaint

If you feel that something could be improved, or you have any other feedback for the team, please feel free to raise it with us at the time. Alternatively, please call us on 01481 711360, or send it to us by using the feedback form on the website or by email to: admin@stjames.gg.

How to make a formal complaint under this policy

To enable us to investigate and provide a thorough response to your concerns, we will need to form a good understanding of the issues.

We would welcome hearing from you by email or by post to the Director or Deputy Director at St James, College Street, St Peter Port, Guernsey GY1 2NZ.

E Mail:

Jon Bisson, Director: jon.bisson@stjames.gg

Greg Harrison, Deputy Director, greg@stjames.gg

Please provide a brief explanation of:

- The issue that is being complained about;
- If there is anything in particular that you would like us to do to resolve your complaint; and
- Whether it is an initial complaint or a follow-up to an earlier complaint.

Any records of times and dates will also be useful. You will also need to give your full name, contact details and postal address.

What happens after I have made a complaint under this policy?

We will:

- send an acknowledgement of your complaint within 5 working days of receiving it;
- investigate the concerns;
- let you know promptly if we need any further information from you to assist our investigation;
- send, within 30 working days, a full response to your complaint. setting out any proposals to rectify or resolve the matter; or an update on progress if the complaint requires further investigation.

The complaints procedure is in three stages. Complaints that are received from any person will be treated equally and will be entered into the complaint system at the appropriate stage.

Stage One - An Informal Complaint

The Director or Deputy Director will investigate the complaint. The complaint will be dealt with promptly, and informally if possible.

An acknowledgement of the complaint will be sent to you within 5 working days of receipt.

A full response, or an update on progress if the complaint requires further investigation, will be sent to you within 30 working days of the complaint.

Stage Two - A Formal Complaint

If you are not satisfied with the response you receive under Stage One of the procedures, or you ask for the complaint to be handled formally, you should write to the Director or Deputy Director by e-mail or by post to:

St James, College Street, St Peter Port, Guernsey GY1 2NZ

E Mail:

Director: jon.bisson@stjames.gg

Deputy Director: greg@stjames.gg

You should include as much detail as possible.

An acknowledgement of the Stage Two complaint will be sent to you within 5 working days. Following investigation by senior members of the St James team, a full response or an update on progress will be received within 30 working days of receipt of the complaint.

Stage Three – Board Review

If you are not satisfied with the response under Stage Two, you should write by e mail or post to the Board of St James c/o the President, St James, College Street, St Peter Port, Guernsey GY1 2NZ. E mail [].

They will check that the Stage Two procedure has been completed and consider the matter again in conjunction with the Stage Two reviewer.

An acknowledgement of the Stage Three complaint will be sent to you within 5 working days. The President will aim to respond fully to Stage Three complaints within 30 working days. If this is not possible, they will write to let you know what is being done to deal with your complaint, and when you can expect the full reply.

Monitoring Feedback & Complaints

Complaints and compliments will be logged and monitored to ensure that:

- complaints are dealt with quickly and thoroughly within established time limits
- complainants are kept informed of progress if the investigation takes longer than expected
- action taken in response to complaints is documented
- the root causes of complaints and trends are identified, lessons are learned and appropriate action is taken to prevent a reoccurrence of the issue.
- compliments are shared with the team and the knowledge is used to continue to build a good customer experience.

Approved: September 2023