

Policy for handling difficult customers & barring.

Reviewed April 2019

Review date April 2020

Aim.

To maintain the safety of staff & all pub users when handling difficult situations or customers.

Customer's responsibilities

1. The Bevy aims to be a friendly and welcoming place and our customers are a massive part of that.
2. Please do respect other customers and staff members and if a member of staff asks you to moderate your behaviour then it is your responsibility to comply.

Employee's responsibilities;

1. All staff to be vigilant, in the case of inappropriate behaviour to make your colleagues aware & agree an action. If security are on the premises make them aware of the situation.
2. If agreed inform the customer to stop their inappropriate actions and if they persist inform them you will not be serving them any more drinks or ask them to leave.
3. Ensure the other staff are around and/or observing.
4. If the customer refuses to leave make them aware that security will be contacted/or aware already. Give them an opportunity to make the right decision.
5. If not, contact security and ask for backup or if on the premises ask them to remove the customer. Staff must NOT touch/ manhandle any customers. This is assault.
6. Staff to inform the manager of any incidents asap. They can use the staff group app. Manager to record this in the incident book

7. If a ban is appropriate, then the manager to decide on the appropriate tariff for the incident & inform the committee explaining any extenuating circumstances. The committee will have 24 hours to add any more information that may be relevant.
8. Manager to contact the customer & issue the barring decision as soon as possible with a clear explanation of why, show any evidence (eg cctv footage), length of barring & options to appeal. Explain that a probationary period may apply when they return with a risk of the original barring period being extended if another incident occurs.
9. A photo of the customer, date of incident, what the incident was, barring decision, review date to be put in barring folder.
10. All staff to regularly look at barring folder to ensure they are up to date.
11. The customer has the option to appeal the decision to the committee & this can be either in person or by letter.
12. The committee will aim to give a final response to the appeal within a week of its receipt. If deliberations take longer then the decision will be taken by a specially appointed subcommittee of a maximum 3 committee members.
13. Decisions must be made taking into consideration our safeguarding responsibilities.

Employer's responsibilities;

1. The committee will have 24 hours to add any more information that may be relevant. If further information is forthcoming the committee will have a further 24 hours to agree to a final decision. As long as at least 3 committee members agree the decision can go forward.
2. The policy to be reviewed yearly at committee level & can be altered as appropriate with consultation with the manager & staff.
3. When the barring period is over the manager & committee will discuss it at the next management meeting.

Appendix 1a.

Barring tariff

Staff concession	1 month
Risk to themselves (Welfare)	3months
Drunk and disorderly	3 months
Damage of property and urinating against wall	6 months
Aggression or non-consensual contact towards another customer	1 year
Aggression or non-consensual contact towards staff	1 year
Legal highs	To be decided case by case
Illegal Drug offences selling and taking	Life ban
Refusal to leave the pub	1 year ban