



Barnham Community Hall

Built by the Community for the Community

Noise Management Policy

Neighbour Communication and Complaints Procedure

Communication

This plan will be published to all residential properties adjoining Barnham Community Hall. It will also be published to Barnham Parish Council. The Hall will issue regular newsletters to neighbours giving advance warning of late night events and details of the Events Supervisor to call in the event of any problems.

Feedback and comments on how we can improve will be welcomed by the Hall Manager and Trustees.

Complaints Procedure

Neighbours will be asked to follow the following procedure:-

- During the event call the Events Supervisor to make them aware of the issue so they can rectify the situation immediately.
- The Events Supervisor will follow up with the Neighbour as soon as the issue is resolved or the following day should the neighbor not want to be disturbed further.
- The Hall Manager will follow up on unresolved logged complaints within a week.
- All complaints to be logged and the log reviewed by the Trustees at their next meeting.
- Should a neighbour feel this disturbance was not dealt with satisfactorily they can escalate it to a) a Trustee of the Hall Charity b) Barnham Parish council c) Arun District Council in this order.