

Complaints

Policy and Procedure

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Baton Rouge Bars - Local Resident Complaints Procedure

Our Commitment:

At Baton Rouge Bars, we are committed to being a considerate and responsible part of the local community. We strive to create a welcoming and enjoyable environment for our guests while maintaining respect for our neighbours, including those residing near our venue.

We understand that there may be occasions when local residents have concerns, and we are dedicated to addressing these fairly, promptly, and with respect.

1. How to Make a Complaint.

We have made it simple for residents to raise any concerns directly with us:

In person:

Ask for a responsible person on duty—we're more than happy to handle issues there and then (we're a very friendly and approachable bunch!).

We aim to resolve in-the-moment concerns so you can get back to enjoying your evening, undisturbed.

Phone Contact:

Call us at **0116 507 5638** (all 4 owners and our bar manager in Leicester have 24/7 access to this number)

Available 7 days a week and during operating hours (including during live events)

If we miss your call, please leave a voicemail with:

- Your full name
- Date and time of the issue
- A brief description of the concern
- Your contact number (if a response is requested)

Email Contact:

Send complaints to howdy@batonrougebars.co.uk

Please include:

- Full name
- Date and time of the incident
- Specific details of the concern (e.g., noise levels, crowd behaviour, etc.)
- Any supporting information (if applicable)

No Retaliation Guarantee:

We are committed to ensuring that all complaints are handled confidentially and respectfully.

Residents can rest assured that there will be no retribution for raising legitimate concerns.

2. What Happens After You Make a Complaint?**Acknowledgment:**

We will acknowledge receipt of your complaint within 48 hours (via phone or email).

Investigation:

- The management team will review the complaint and, if necessary, check event logs, staff reports, or sound monitoring data.
- For noise-related complaints, we will review recorded data relating to sound levels and liaise with the local council environmental team where possible.

Response:

A formal response will be provided within 7 working days, detailing:

- The outcome of our investigation
- Any actions taken (if applicable)
- Measures to prevent similar issues in the future

Follow-Up (if needed):

If the complaint highlights recurring concerns, we are happy to arrange a follow-up conversation to discuss potential solutions.

3. Ensuring Fairness and Preventing Abuse of Process.**Justified Complaints:**

- We take all valid complaints seriously and will act swiftly to address any legitimate concerns.

Pattern Monitoring:

- To ensure fairness, we monitor for patterns of excessive or unsubstantiated complaints. If we notice repetitive complaints without merit, we reserve the right to request further clarification or supporting evidence before further action is taken.

Transparency:

- In cases of complex or ongoing concerns, we are open to liaising directly with Hinckley and Bosworth Borough Council to ensure transparency and compliance.
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4. Continuous Improvement:

We continuously strive to balance the vibrant atmosphere of our venue with the well-being of our community. Feedback from local residents is a valuable part of this process, and we welcome constructive input to help us maintain that balance.

Got a concern?

Call us: 0116 507 5638 (all 4 owners and our bar manager in Leicester have 24/7 access to this number)

Email us: howdy@batonrougebars.co.uk

Let us work together to keep our community thriving!

Baton Rouge Bars – Customer Complaints Procedure

We're here for a good time—but if something's off, let's fix it!


Our Promise to You:


At Baton Rouge Bars, we aim to serve up good times, great drinks, and legendary memories. But hey, we know sometimes things don't go exactly as planned—and if that happens, we want to know. Whether it's a minor hiccup or something that seriously put a damper on your night, we're all ears.


We believe in handling feedback openly, fairly, and fast—while making sure the process stays fair for everyone.


1. What Can You Complain About?


We want you to feel comfortable speaking up about:

 **Service Issues** – Slow service, wrong orders, or anything that didn't meet expectations.

 **Staff Conduct** – If you feel a team member was rude, dismissive, or just not up to our standards.

 **Other Customers** – If someone's behaviour made you uncomfortable or affected your experience.

 **Event/Environment Concerns** – Sound too loud? Something feel off? Let us know.

 **But remember:** We're a high-energy spot—so occasional rowdiness comes with the territory. Complaints should focus on genuine concerns that impact your experience.

2. How to Make a Complaint:

We keep it simple and straightforward:

In-Person (During Your Visit):

- Ask for a responsible person on duty—we're more than happy to handle issues there and then.
- We aim to resolve in-the-moment concerns so you can get back to enjoying your night.

After Your Visit (Or If You'd Rather Not Say in Person):

- Email us: **howdy@batonrougebars.co.uk**
 - Or call us: **0116 507 5638**
 - Include the following info:
 - Your name (optional, but it helps us follow up)
 - Date & time of your visit
 - Details of the issue (staff interactions, other customers, service quality, etc.)
 - Any suggested resolution (if you have one!)
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3. What Happens Next?


1. Acknowledgment:
 - We'll respond within 48 hours to confirm we've received your complaint.
 2. Investigation:
 - Management will review staff reports, security footage (if applicable), and event logs to get the full picture.
 - If the issue involves another customer, we will handle it discreetly and respectfully.
 3. Response:
 - You'll hear back from us within 7 working days with:
 - What we found out
 - Any actions taken
 - How we'll make it right (if needed)
 4. Feedback Loop:
 - We value input and use it to improve—but we'll also explain when an issue falls within normal operations (especially during high-energy events).
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4. Keeping It Fair – No Abuse of the Process:

- We welcome honest feedback, but we take false or malicious complaints seriously.
 - Complaints intended to gain unwarranted perks or refunds without valid cause may not be entertained.
 - We may ask for further details or evidence (like receipts or dates) before finalizing a review.
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5. Let's Keep It Fun, Fair, and Friendly:

We're here to create epic nights—and your feedback helps us do that even better. Whether it's a five-star night or one that missed the mark, we want to hear about it.

 0116 507 5638

 howdy@batonrougebars.co.uk

“Because every Cowboy (and Cowgirl and Cowperson) deserves a great night out.” 🍷🍺🌟
