Use this document to record any noise complaints we receive. Keeping accurate records of noise complaints helps us:

**Noise complaint log**

* confirm the noise came from our venue
* record the response and action we took
* track the status of complaints
* identify trends, such as times or days of the week where complaints increase

|  |  |  |
| --- | --- | --- |
| **Date of entry**  | **Date of complaint**  | **Trading hours on the day of the complaint** |
|  |  |  |
| **Staff name**  | **Bass/noise monitor reading (if applicable)**  |
|  |  |
| **Name of person making a complaint**  | **Contact details of person making a complaint**  |
|  |  |

**Details of event/function/live music at the time of complaint** (if applicable)

**Action taken at the time of the complaint**

**Additional follow-up actions taken** (for example, installed sound proofing, met with the complainant)

**Other comments or details** (for example, if and how the complaint was resolved or closed)

**Staff signature Manager signature**

**Date** **Date**