

EAST RENFREWSHIRE LOCAL LICENSING FORUM/BOARD MEETING

December 2018

Complaint Report by Licensing Standards Officer

**PURPOSE OF REPORT**

1. To provide general information to Forum and Board Members of the number and types of complaints received over the period of January 2018 to December 2018.

**REPORT**

At previous meetings of the forum the members have requested information regarding complaints made to the LSO relating to the Licensing (Scotland) Act 2005. Whilst it is acknowledged that the forum may not focus on a singular complaint it was agreed that general information that show trends and types would be drafted.

The current position is as follows:

<u>Premises Type</u>	<u>Number Of Complaints</u>	<u>Nature of Complaints</u>	<u>Mediation Required</u>	<u>Compliance Note/Advice Note issued</u>
Public House	46	2 issues of premises management failures  25 Noise/Dispersion and Anti-Social Behaviour Issues  14 Operating Plan Issues  5 Issues relating to Staff Training	38 cases of mediation	2 Formal Advice Notes Issued.
Member Club	22	10 Noise/Dispersion and Anti-Social Behaviour Issues  4 Issues relating to Staff Training  3 Issues relating	16 cases of mediation.	0

		to Promotions  5 Relating to Minimum Unit Pricing		
Hotel	5	2 Noise/Dispersion and Anti-Social Behaviour Issues  2 Staff Training Issues  1 Promotion Issue	2	0
Off Sale	22	6 Breaches of Operating Plan  1 Breach of Layout plan  12 Promotion Issues  1 Minimum Unit Price Issue  2 Issues with Age Verification Systems	18	1 Compliance Notice Issues
Food Based	5	3 Breaches of operating plan  2 Issues Relating to Staff Training	5	1 Licence Review Request
Occasional Licence	41	28 breaches of the conditions of the occasional licence  13 Noise/Dispersion and Anti-Social Behaviour Issues	41	1 Referral to the Licensing Board

## **RECOMMENDATION**

4. That the Forum and Board notes the above.

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