

COMPLAINTS REGISTER: JANUARY 2018 – APRIL 2018

Date of complaint	To whom addressed	Department concerned	Description	Action taken
Feb 2018	Head of Student Residences	Accommodation	<p>A student wrote to complain about an ongoing issue with the heating in their room, which had lasted 10 weeks. Despite logging a defect stating that he had no heating and following this up with further emails it took from 1st December to 19 January for the heating to be fixed.</p> <p>Unfortunately the fix only lasted a week before failing again. At this time the student wrote to the Head of Student Residences to raise his concerns, explaining the compensation he had been offered was not satisfactory.</p>	<p>Student Accommodation Manager wrote to the student on behalf of the Head of Student Residences and arranged to meet with the student to discuss the matter.</p> <p>Following the meeting the student was offered an adjustment to their fees, recognising the inconvenience and discomfort experienced due to the lack of heating and the number of times the defect had to be reported.</p>
06 Feb 2018	Catering Operations Manager	Catering	<p>Two students wrote separately to the Catering Operations Manager to complain that Origins had closed 12 minutes prior to the scheduled closing time, due to being short staffed.</p> <p>This meant that they had to walk across campus to another outlet in the pouring rain.</p>	<p>The operations manager wrote to the students to apologise and explain the unusual circumstances which had led to Origins closing a few minutes early; that was being short staff and operational issues. He explained that despite closing a few minutes early the kitchen did not in fact finish until 10pm having sorted out the problems, to be ready for the service the following day. He explained that this was not something that was done regularly or with any sense of want.</p> <p>Given the students were on a catered package, the operations manager did not feel a complementary meal would be a suitable form of compensation. Instead the students were offered the opportunity to feedback what they felt would be a suitable in terms of reassurance.</p>

COMPLAINTS REGISTER: JANUARY 2018 – APRIL 2018

23 Feb 2018	Campus Security	Catering	<p>A resident wrote to complain about the noise from Darwin College which was travelling through Hales Place from the bar of Origins, on more than one occasion.</p>	<p>The Operations Manager wrote to the resident apologising for the music that had disturbed them and their neighbours for consecutive weeks. The Operations Manager explained that upon investigation it was found that there were windows left open which had led to the noise travelling.</p> <p>Instructions were carried out to ensure all windows remain closed and the unit were asked to carry out a decibel check to ensure they were within guidelines.</p> <p>The resident was asked to let the Operations Manager know should the issues persist so that further measures could be taken.</p>
26 Feb	Internal Catering	Catering	<p>A member of staff who had made a booking for a full day catering package wrote a complaint that the morning arrival refreshments booked for 9.30am did not arrive until 11am. As a result the department instead had to purchase coffees from the Gulbenkian for the delegates.</p> <p>The member of staff requested a partial refund for the event.</p>	<p>The Operations Manager replied explaining that an investigation had taken place which found that the morning refreshments had been attempted to be delivered to the wrong room, where the team were unable to gain access.</p> <p>The department were refunded for the morning booking in full.</p>
6 March 2018	Accommodation email	Catering	<p>A student with a Bed and Bistro package raised concerns over the time breakfast was served (8:00am-9:30am). As when they arrived at 9:07am most of the food had gone and they were advised that no more food would be put out that day. The only vegetarian options left were vegetarian sausages and hash-browns which the student felt were an unhealthy option. The student explained this was not the first occasion that a similar problem at occurred.</p>	<p>The Operations manager replied apologising, and explaining there had been a miscommunication, as the student should have been advised that there was more food available. The only food not available on the day in question were eggs, which they had run out of due to a late of delivery.</p> <p>Following the student's concerns, the staffing for breakfast were rearranged to ensure that the right people were dealing with queries.</p> <p>The student was also offered the opportunity to meet with the Food and Beverage Manager at Dolche Vita, to discuss any further feedback and breakfast options.</p>

COMPLAINTS REGISTER: JANUARY 2018 – APRIL 2018

14 Mar	Internal Catering email	Catering	<p>A member of staff raised awareness of some issues that had had with a few catering orders. They explained that they had found some mouldy fruit in the bottom of the fruit baskets and on another occasion some uncooked prawns in their sandwiches.</p>	<p>An apology was sent to the department, explaining that the catering manager had investigated their concerns. It was found that the prawns were a result of a manufacturing issue which was then reported to our supplier and managers had been asked to ensure staff were more vigilant when preparing sandwiches with prawns.</p> <p>It was explained that the fruit issues highlighted the need for additional checks within the kitchen prior to delivery.</p> <p>The department were thanked for their comments, which had been taken on board to hopefully prevent any future issues.</p>
24 Mar	Conference Office	Catering	<p>An email was received from a member of staff asking for clarification of an invoice, as it appeared that they had not been charged for the wine that was actually consumed, but had been overcharged.</p>	<p>A reply was sent thanking the member of staff for their email. After investigating the issues, the catering team were able to confirm how much wine was consumed and an amended invoice was sent, along with an apology.</p> <p>The member of staff was thanked for their feedback, as it highlighted an issue with the consumption recording process, which the catering team then investigated to ensure that it would not happen again.</p> <p>The member of staff replied, thanking the team for clarifying the situation in such a timely manner. They went on to state that “they know they can trust the hospitality team and I have no complaints regarding the service provided”.</p>

COMPLAINTS REGISTER: JANUARY 2018 – APRIL 2018

26 Mar	Catering Operations Manager	Catering	<p>A member of staff submitted a complaint about a catering lunch order, which had a lunch at 12pm and refreshments at 2pm. The lunch itself was fine, but the refreshments were delivered early (1.40pm) and the member of catering staff interrupted the training session. They explained that normally the catering delivery would be left in the kitchen, so as to not disturb the session. At this point the member of catering staff removed the unused lunch, tea and coffee. Normally for this type event, the uneaten food was left for participants to eat throughout the session. This also meant they had to purchase a sandwich for a late arrival.</p> <p>When they spoke to the member of catering staff concerned, they were not offered any apology.</p> <p>They did clarify this was the first time they had experienced this level of service from KH and asked in future if catering staff could check with them before entering a session or throwing food away. They also asked for a refund of the food that was prematurely destroyed.</p>	<p>The Operations Manager contacted the member of staff to advise they would reply fully once they had conducted an investigation into the circumstance of the delivery.</p> <p>Following the investigation, the Operations Manager apologised to the department and refunded the cost of the sandwiches. He thanked the department for the offering of being able to check with reception in the future as to where to deliver the catering, since we have previously received complaints for leaving catering outside rooms. He explained that the member of catering staff had knocked on the door, but that in itself had disturbed the meeting. It was as a result of food safety that the food had been cleared away, so he has urged the team to be a little more tolerant of this and not stick to the rules where a little elasticity on the timings is sensible and wanted. Although there are times where food safety (hot rooms and fish products for example) cannot be compromised.</p> <p>He went on to state “I think the learning point for your specific instance is to use the reception desk when possible to establish what would work best for the session, timing of the event and perhaps even the attendees schedules.”</p> <p>The department were thanked for taking the time to report the issues, so we are able to learn from experience and hopefully deal with department’s specific requirements better in the future.</p>
--------	-----------------------------	----------	--	--