

# COMPLAINTS REGISTER: JANUARY 2019 – APRIL 2019

Date of complaint	To whom addressed	Department concerned	Description	Action taken
28/01/19	Catering general enquiry email address	Catering	A student emailed reporting that she and her friend had felt unwell following a meal in Dolche Vita, the symptoms included headache, stomach ache, nausea and diarrhoea and lasted from Friday until Sunday.	<p>The Operations Manager replied to the student's email, following an investigation and confirmed that all records for the day were complete and recorded no problems with cleaning, storage and good practice in recording required cooking temperatures. Having spoken to the chef about the cooking methods and ingredients of the dishes, he was satisfied that little or no risk was evident by our involvement in the food. The Operations Manager provided a list of the allergens present in the dishes and confirmed no other reports of illness had been received; he explained that our Food Safety Advisor had been requested to review the case as well.</p> <p>The students were invited to meet with the team and view the kitchen and the records themselves, to aid with confidence restoration and offered the opportunity to dine in any of the outlets, with three friends, again to help restore faith in our food outlets.</p>
06/02/19	Operations Manager	Catering	A local resident sent an email to the Operations Manager to raise concerns about the noise level from Origins Bar at midnight, for two consecutive weeks.	<p>The Operations Manager emailed the resident after investigating the complaint apologising for the inconvenience. He explained that there was a checklist in place to try to ensure there was no noise disruption to the neighbours, however there had been some technical difficulties with the amp, which had likely meant the volume had not been checked, in addition to a new DJ who may not have stayed within the required limits.</p> <p>The Operations manager explained that this should have resolved the issue going forward, but asked that if there was any noise disturbance the following week, the resident email him directly, reassuring them that he would monitor his email throughout the night, so he could contact the staff on the night and ensure the volume was decreased, if necessary.</p>

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02/04/19	Catering general enquiry email address	Catering	<p>A customer reported that they had been served a soya latte made with regular milk. They had returned the drink and had it replaced, after consuming half of the drink and realising it did not taste right. The customer was then unwell due to being allergic to milk. This was the second time since September that they had been served milk at a Kent outlet, despite explaining that they had an allergy. The customer asked for staff to be made aware of the importance of paying attention to allergy/dietary requirements.</p>	<p>The Operations Manager replied to the customer's email and apologised for their experience. He reassured the customer that allergen awareness is taken extremely seriously; we have procedures in place and a 5* "Scores on the Doors" food safety score for all of our catering areas. In addition all of our establishment staff receive allergen training. As such our Food Safety Advisor, was asked to investigate the matter, alongside the Operations Manager.</p> <p>In order to aid the investigation the customer was asked to provide further information about the time of the order, as they had paid using their KentOne card they were able to provide a detailed receipt.</p> <p>Following the investigation the Operations Manager emailed the customer again to confirm his findings – all staff working that day had received and could explain their allergen training and could all recount how to correctly prepare a non-dairy coffee, preventing cross-contamination. Unfortunately the staff member who served the customer simply did not hear the request for soya milk, therefore the request did not make it to the barista; they were mortified by this. The following procedures were introduced to avoid such an event in the future:</p> <ul style="list-style-type: none"> <li>• Team members to repeat back coffee orders to make sure that both operator and customer are in alignment.</li> <li>• Put up signage requesting that all allergens are declared at the point of order to help to avoid any ambiguity occurring for others.</li> </ul> <p>In connection with the previous incident mentioned, the staff in the outlet concerned were to have their understanding of food allergens generally, food allergens on the menu specifically and how to process an order which requires adjusting checked.</p>
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