

COMPLAINTS REGISTER: SEPT 2019 –DEC 2019

Date of complaint	To whom addressed	Department concerned	Description	Action taken
25 Oct	Head of Trading	Catering	<p>A complaint was received via email about a lunchtime order of haddock. The recipient explained that they were only able to eat the chips served with the fish, as the haddock was dried up and cold. As a regular customer of the outlet they were disappointed by their experience.</p>	<p>The Head of Trading carried out an investigation upon receipt of the email and found that a temporary chef had produced the lunch and had not cooked the haddock to order as per the specification and had not held the fish. The senior chef was ordering from the supplier at the time, so did not have the opportunity to stop the dish being served. The Head of Trading had therefore spoken to the whole team, to try to ensure that the situation does not reoccur.</p> <p>The customer was offered a full refund and a lunch on another occasion in recognition of being a loyal customer. The customer appreciated the offer and was happy with the investigation and action that had been taken as a result.</p>
8 Nov	Internal Catering	Catering	<p>A complaint was received via email, following an internal catering order. Despite entering in the Dietary Requirements for the catering order that one person was “gluten free” there were no gluten free biscuits provided. In addition, one gluten free cheese and pickle sandwich was ordered, but what provided was a cheese and gherkin sandwich.</p>	<p>The complaint was investigated by the Conference Office and followed up with the catering team. It came to light that special dietary requirements are not shown on the tea and coffee deliveries, so the catering team would not have been aware. The Conference Office were looking for ways to rectify this and did advise the customer to add the request for gluten free biscuits into the notes section in future orders.</p> <p>The catering team explained that their pickle was not gluten free, so had replaced this with gherkins on recommendation of the Senior Chef.</p>