

# COMPLAINTS REGISTER: JANUARY 2020 – APRIL 2020

Date of complaint	To whom addressed	Department concerned	Description	Action taken
11 March 2020	The Operations Manager	Catering	<p>An email was received from a staff member regarding the availability of hot breakfasts at No 1, Medway. They raised concern that hot breakfasts were not always now available, due to lack of cover for the chef when they were on holiday.</p> <p>They went on to explain that there was nowhere on the Medway campus that offered a “proper breakfast”, when No 1 isn’t able to and they felt staff and students at Medway deserved better.</p>	<p>The Operations Manager replied, thanking the member of staff for taking the time to email and provided some background to the situation that the chef was not on holiday, but actually unwell on that day.</p> <p>The Operations Manager went on to explain that as a result of the closure of Cargo and voluntary severance, the catering department had no spare chef resources in Medway or Canterbury. As such, each outlet has to provide what is possible from the menu with the resources available in this circumstance. This must be judged daily in the case of sickness, which unlike holidays are not planned in advance and where we are able to utilise agency chefs (which in itself is not always possible due to a national shortage in this profession) or in some instances from chefs at Canterbury.</p> <p>He also outlined that this was not unfair treatment for Medway as having lost two chefs in Canterbury through the scheme Canterbury outlets would have also behaved in the same way, and this had already resulted in shortened opening hours and in some instances a review of menu inclusion.</p> <p>The Operations Manager apologised for their dissatisfaction with what was on offer and confirmed this was a result of the lack of staff to cover any potential illness or shortages within Catering. This situation was a reality of the pressures faced throughout the University, extending to both Medway and Canterbury in terms of catering operations.</p>