

COMPLAINTS REGISTER: MAY 2016 – AUGUST 2016

Date of complaint	To whom addressed	Department concerned	Description	Action taken
10 May	Conference Office	Catering	<p>The tour leader for the group from Aktiva Tours contacted the Conference Office who visited the University and stayed in Keynes College fed back that there was a limited choice of vegetables and not very varied at dinner. On the first 3 days only peas and corn were served, and only a simple salad on day 4 for which the visitors had to pay extra. They also had to pay for tea and coffee which was free of charge last year.</p> <p>It was felt that the standard of the dinner arrangements in Dolche Vita was less than those in Rutherford Dining Hall in previous years.</p>	<p>Adam Watkins (AW) commented that Rutherford is perfectly designed as a dining hall and its ambience creates an expectation which can then be matched and often bettered. Dolche Vita looks great but is now being asked more and more to be a dining hall for huge numbers (although Aktiva's group was only small).</p> <p>AW confirmed that his team will take on board the comment about the lack of variety of vegetables on offer for three days in a row. Better menu planning will deal with this and greater numbers ensure a better output of fresh vegetables.</p> <p>The Catering team will look into the issue regarding the charges for salad as an extra, and the provision of free tea and coffee.</p> <p>The feedback from Aktiva was worthwhile and helpful for organising catering for the summer, given that Rutherford Dining Hall will be closed for the period.</p>
12 May	Internal Catering	Catering	<p>The complainant contacted Internal Catering by telephone and by email in which it was pointed out that the tea and coffee ordered for delivery at 4.15pm arrived at 3.15pm. This meant that drama students' exam rehearsals had to be disturbed in order to let the Catering team in to set up. As the event did not actually start until 5.00pm the order had to be sitting around for two hours. Despite assurance that the order would stay hot there was concern that this would not be the case. The complainant was unhappy with the timing of the delivery.</p>	<p>Caroline Hames replied to the complainant and thanked her for the email. CH hoped the event went well despite the refreshment delivery being made earlier than had been anticipated. CH has asked the catering team if they can reach a solution to prevent this happening again.</p>
25 May	Internal Catering	Catering	<p>The complainant advised the Catering team that the lunches ordered were for 12.15pm at the latest because of the start</p>	<p>CH replied to the complainant and apologised that there appeared to have been a few crossed wires. CH explained that the order was due to be delivered by the store keeper but the order was delivered beforehand to Dolche Vita. A member of the</p>

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			<p>time of a meeting but they did not arrive until 12.30.</p> <p>The order placed was for 7 vegetarian and 3 meat packed lunches. The delivery consisted of 3 vegetarian, 3 meat (all ham) and 4 tuna packed lunches.</p> <p>Although luckily on this occasion it did not seem to be a problem, it could be very different in future. Catering was asked to look into the issues.</p>	<p>Catering team was delayed in delivering the order because of the busy lunch period at the outlet. CH realised that this was no excuse for the delayed delivery and she had spoken with the Catering team to ensure that all packed lunches are delivered direct by the provider at the time requested, rather than relying on a third party.</p> <p>CH confirmed that she had order the correct packed lunches as requested and this was clearly stated on the booking form. She would also pass this complaint on to the Catering team to ensure that it doesn't happen again, and £22.00 was discounted from the bill.</p>
26 May	Internal Catering	Catering	<p>The complainant sent an email to provide feedback relating to an order which was deemed to be extremely poor and the food inedible by colleagues. There were external panel members as well as internal staff members in attendance and this created a very poor impression to the guests.</p>	<p>CH confirmed that she had spoken with the Caterers regarding the lunch and the team apologised that the platters were not up to their usual standard. CH was happy to talk with the complainant about any future bookings and explained that they do, for instance, recommend that platters are ordered in addition to sandwiches, rolls or wraps.</p> <p>CH apologised for any inconvenience the issue had caused and advised that she would not charge for the delivery.</p>
17 June	Internal Catering	Catering	<p>A member of staff from the Law School made a complaint about:</p> <ul style="list-style-type: none"> • The cheeseboards had no biscuits with them. • The Pitta bread on the Greek platters was so hard in was inedible • Bones in the salmon (they didn't have a fish platter so not sure what salmon they had and I am not sure if you would have bones in salmon anyway)? • The chopped lettuce on the platters had gone off (was mostly brown). 	<p>It was strongly put by Adam that this is not the standard of the kitchen and that biscuits were definitely put out, that a majority of the food was eaten (therefore not inedible) and that fruit and veg were delivered fresh daily, so this could only have been caused by the heat in the room</p> <p>Rachel Keating (RK) stated after further investigation it looked like they did not order enough food for the numbers and that it was reported that there was a lot of food not eaten. RK would relay this message back to the complainant.</p>

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24 June	Keith Williams	Dolce Vita	<p>Tony Logan lodged a complaint: We placed an order at around 12.35pm for two meals. At around 1pm, Jackie went to check the order and was told there was a 30 minute wait on food. Ideally we would have been told that at point of order, but not the end of the world. Jackie again went to check on the order at 1.15pm and was told it was in progress. At 1.30pm, a young lad came out to apologise that our order hadn't been placed, food wasn't prepared and offered a refund! Nearly an hour of waiting to be told we have no lunch!</p>	<p>Tim Burrows responded: I don't think it would be beneficial to dwell on the detail of why you received such service, but naturally we are mortified and would like to apologise. I met with some members of the Dolche Vita team on Friday and again today to walk through the issues and put in place some better practice to try and avert a similar incident happening again.</p> <p>By way of apology, please do come and eat with us again! We'd love to buy you (and any colleagues who were affected by this breakdown) lunch, to try and make up for the poor service you received. If that sounds okay, please let me know when might be best, and I will brief the DV team.</p> <p>Hopefully, thanks to your taking the time to let us know, we can learn an operational lesson and improve what we do</p>
25 June	Keynes College / Julian Doberski	Dolce Vita	<p>Thought you might like a bit of feedback on our stay in Keynes College (Booking 34540). Generally I think we were all happy with the accommodation (much nicer than in my student days!) and the food was generally good. The small problems we had related to the Dolc(H)e Vita restaurant not being fully aware of what arrangements our party had for the evening meals. I pointed these out to you during our stay and it was much better on the final of our three nights. The meals were of a good standard - with perhaps the slabs of cake served for pudding each night not being to everybody's liking.</p>	<p>Dolce Vita were passed the comments for action by Rachel Walmesley</p>

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