

COMPLAINTS REGISTER: MAY 2017 – AUGUST 2017

Date of complaint	To whom addressed	Department concerned	Description	Action taken
4 May	Hospitality Enquiry	Darwin Housekeeping	<p>I live in Darwin Houses (Lyell). I am sorry to write this email but I just got home and I saw that the guy who cleans our house was leaving so I went to see if our bathroom was clean (in the last two weeks I have noticed that it wasn't cleaned properly). The bathroom was untouched, the sink is dirty and the shower floor is becoming more yellow week by week! Taking a shower is literally disgusting! Even the rest of the bathroom floor is getting yellow. Can you please ensure that it will be cleaned properly soon.</p>	<p>The student made the complaint when she saw the cleaner leaving her house having not cleaned the bathroom.</p> <p>The Housekeeping Manager saw the student the following morning and she was quite happy. She stated that when she returned to her house in the early evening the bathroom was cleaner than it had ever been and there was no issue.</p> <p>It appears that the member of staff involved sometimes cleaned all the kitchens on his daily work sheet and then went back to clean the showers later. The Housekeeping Manager reminded the member of staff that one house needs to be fully completed before moving on to the next one as instructed. Going back and forth takes up more time and can create misunderstandings as had happened in this case.</p>
12 May	Catering	Dolche Vita Catering	<p>A student resident in Becket Court who eats regularly in Dolche Vita (DV) sent an email to the Catering team complaining that the vegetarian meals on the menu at DV are too spicy for her and her vegetarian friends, and they are unable to eat them. The food that is available in DV for vegetarians does not contain sufficient protein to nourish them. In fact, one of her vegetarian friends has stopped being a vegetarian for this reason. They would also like to see more variety of ingredients used in the dishes other than just mushrooms, tomato sauce or bell peppers.</p>	<p>The Operations Manager (TB) replied and apologised to the student. He expressed his sadness at her distress over the dinner provision at Dolche Vita and he thanked her for providing the helpful feedback. He added that it is always useful to receive comments from students to ensure the options for the following year's vegetarian guests are as good as possible.</p> <p>On investigation, TB had discovered that some dishes may have been over-spiced but the chefs had been instructed to keep to the specifications. He asked the student and her friends to send him ideas of dishes they would like to see incorporated on the menu. The student sent a comprehensive and detailed response and listed a number of suggestions for vegetarian meals and accompaniments. TB was most appreciative and agreed that these would be taken on board for the next academic year.</p> <p>As there were only two weeks to go before the end of term, TB offered the students involved in the complaint complimentary wine or Innocent smoothies with their dinner and he hoped that they would take up the offer.</p>

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				<p>On 8 June, the student (and on behalf of the whole group) wrote again to TB to thank him and everyone at Dolche Vita for the new menu and vegetarian options that are now available. She realised now that Kent Hospitality do take students complaints very seriously and she hoped that TB would accept their praise sincerely. Everyone is now super happy and looking forward to dinner every night. The roulade available recently on the menu was probably everyone's favourite (even amongst her meat eating friends) and they all love it. She thanked TB for the salad bar and the wine/smoothies. She emphasised how much better she and her fellow students felt since TB had changed the menu and added that food has such an impact on people on a daily basis.</p>
3 July	Turing	Housekeeping	<p>Comments were made on a feedback form by a guest staying at Turing during the conference period. The guest had been very impressed with the service, quality and cleanliness of the room and had written many glowing comments. However, the guest had commented "Pity about the bed – probably fine for students".</p>	<p>The Housekeeping Manager confirmed that she was looking into the matter, although the bed for this room was not supplied by Kent Hospitality but provided by an external company.</p>