

COMPLAINTS REGISTER: SEPTEMBER 2017 – DECEMBER 2017

Date of complaint	To whom addressed	Department concerned	Description	Action taken
23 Oct	Hospitality Enquiry	Mungo's and Origins Catering	<p>A student sent an email to Hospitality complaining that he had more than one issue with Mungo's and Origins. Having purchased a Flex pack, he was upset with the customer service received and felt 2 of the 3 places he could get hot food, had been tainted.</p> <p>The student explained his experiences; firstly receiving just one burger, instead of two when ordering a Mega Burger take away from Mungo's. When raising a complaint at the time he did not feel that the response he received was professional and he felt the manager did not apologise for the mistake. Secondly at Mungo's, he experienced problems when selecting the "double up" burger option for an extra £1. He was unable to double up on the burger of his choice, despite it not being included in the list of burgers excluded from the offer. Although the manager explained there must be a printing error, he felt that his request should have been honoured as it was advertised on the menu.</p> <p>Whilst at Origins the student had ordered a Beef Brisket and whilst eating the burger, had discovered a hair. Although the manager had apologised and refunded the money paid, he was now hesitant to return. On a different occasion at Origins, he experienced problems when requesting cheese from the sandwich he had ordered, be placed on his fries. He felt he was being charged extra for the cheese.</p>	<p>The Operations Manager wrote to the student three times in response to the complaint, expressing both concern and interest in their experiences and explained that it was useful to remind us of customer requirements and in some instances style of redress and handling.</p> <p>The student was invited to an informal discussion / coffee / chat to ensure they felt comforted that we were taking the points raised seriously and inviting further discussion to allow us to improve wherever possible.</p>

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29 Oct	Hospitality Enquiry	Mungo's, Catering	<p>A student complained about the level of volume at the Halloween event held at Mungo's, which didn't finish until 2am. He felt that the music was too loud and should not have continued past midnight, due to the disturbance to the students living in Eliot College.</p> <p>He did contact Campus Watch who informed him they were unable to interfere with the event, which he felt was unhelpful as they were the only authority he could contact at that time. He explained that his friend had convinced him not to contact the police on this occasion.</p>	<p>The Marketing and Commercial Services Assistant responded to the student, apologising and thanking him for his feedback. She explained that the event Massive, was advertised for a month in advance around Eliot College and that flyers were delivered to bedrooms to give notice of the event to residents.</p> <p>It was explained to the student, should he encounter a similar situation in the future, he should speak to security on the door to complain on the night rather than contacting the police or Campus Watch.</p> <p>The student's feedback on the music being too noisy was passed onto Mungo's and he was offered a free meal for two, as a gesture of goodwill.</p>
26 Oct	Hospitality Enquiry	Park Wood, Housekeeping	<p>I am writing to you in connection with cleaning our house (Denstead Court, Park Wood). The upstairs bathroom has not been cleaned for weeks, even though the rest of the house was cleaned (downstairs bathroom and kitchen).</p> <p>Please, would it be possible to send someone to clean the bathroom as soon as possible and recommend to them to clean the upstairs bathroom to avoid this situation in the future?</p>	<p>A reply was sent to the student by a supervisor, informing them the shower room upstairs would be cleaned, on the day the email was received.</p> <p>It was explained that although the rest of the house was cleaned, the upstairs shower room was not cleaned as planned, since despite advance cleaning notices being put in the house the day before, the shower room was constantly occupied when the domestic assistant was in the house. As a result they were not able to gain access to the bathroom, in order to clean it.</p>
19 Nov	Accommodation Office	Estates	<p>A student wrote to complain about the delay in repairing one of the ovens in their property. An initial report was made over a month ago; two subsequent reports were made following the initial report, however no visit was made to the property to carry out repairs until 17th</p>	<p>Unfortunately due to a technical reason, the first two reports were not received by Estates. Upon receipt of the third defect report and Estates then being aware they had not received the previous reports, the issue was escalated to UPP and the oven was fixed within 48 hours.</p>

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			<p>November 2017.</p> <p>The delay in repairing the oven inevitably caused a lot of inconvenience to all occupants of the property who had to share one oven for a period of almost two months.</p> <p>The student requested a reimbursement for accommodation fees, due to the failure to comply with the Accommodation Agreement and the Accommodation Code of Practice, the stress and inconvenience of not being able to use both ovens and the additional cost of sourcing other food items.</p>	<p>An investigation has followed to ensure defect reports emails are not able to go astray from the electronic path in the future.</p> <p>A refund was then issued to all the students affected by the Accommodation Office, along with an explanation for the delay.</p>
24 Nov	Hospitality Enquiry	Keynes, Housekeeping	<p>A student raised a complaint in connection with the timing of the collection of sanibins. As they felt a collection once a month was not frequent enough.</p> <p>Although they appreciated it was an outside company that dealt with the bins, they felt with the price of the accommodation and the nature of the concern raised, this was not something that should be ignored.</p> <p>They suggested that the University's contract with this company be revised so that the bins were emptied twice a month, especially since they are unable to empty the bins themselves.</p>	<p>The Executive Manager (Housekeeping) took on board the students concerns and followed these up with the external supplier. As it was not possible to change the timing of the collection of the bins, alternative solutions were sought.</p> <p>A large number of disposal sanibins were then purchased, so these could be trialled in a few locations across campus, which allow for collection on an as and when required basis.</p> <p>A Housekeeping Manager, visited the student concerned to apologise and explain the actions taken to resolve the situation. The student was also provided with a supply of the Binny™ (Disposable Sanitary Bins).</p>