

# COMPLAINTS REGISTER: JANUARY 2015 – APRIL 2015

| Date of complaint | To whom addressed                        | Department concerned | Description   | Action taken  |
|-------------------|--|----------------------|---|---|
| 22 January        | Contact form on Catering website         | Catering             | <p>A member of staff commented on her disappointment that she was unable to purchase a meal from the Bullet that she had previously enjoyed. The homemade chicken meal (wheat free which is important to the diner) was unavailable and only burritos were on offer. As the wheat free option was not available, the tortilla was removed from the meal. However, the filling was very rice heavy, contained little of the pulled pork she had chosen, and the guacamole and salsa were obviously processed. If the change of menu was intended to reduce costs, she felt that a better option would be to offer the chicken meal but reduce the portion sizes to one chicken fillet instead of two rather than changing the menu to burritos only.</p> | <p>HP replied to the diner and thanked her for the comments; she was saddened that the diner had been disappointed with the choice of lunch. The decision to change the offer was based purely on equipment reliability issues which were not easily solved at the time. HP assured the diner that the meal was the same homemade product that is always made, and staff have been instructed to offer wheat intolerant customers with a choice of everything except the tortilla and for the food to be placed in the normal takeaway box.</p> <p>The portion control has been thought out with relation to the original recipe and, from testing numerous members of staff/students, catering have had a positive response up until now.</p> <p>The team strive to offer the best, not only in taste but also in value, for all the students and staff at the catering outlets.</p> <p>The diner was offered a “naked” burrito of her choice free of charge, and HP hoped she would visit the Bullet again.</p> |
| 23 January        | Housekeeping Supervisor – Turing College | Turing accommodation | <p>A group of students resident in Turing accommodation complained that they had been affected by the disruptions caused by both the building work and the builders themselves from work inside the houses.</p> <p>A further email sent by the students to Housekeeping listed a number of the issues that students had experienced in the accommodation.</p>   | <p>The complaint was forwarded to UPP. The Head of Residences and Accommodation arranged for a meeting to be held between the students and UPP.</p>   |
| 31 March          | Rooie Thomas                             | Catering             | <p>A member of staff in the Office of the Deputy Vice-Chancellor sent a complaint about the portion sizes and charges of the catering ordered for a “thank you” event organised for a number of staff. A photograph of the catering supplied was</p>  | <p>RT replied to the member of staff and advised that her complaint would be passed on to the Catering team. Following an exchange of emails, AW met with the member of staff to discuss the matter and the issue was resolved during the meeting. AW offered Kent Hospitality’s catering assistance to the complainant</p>   |

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|                   |                                  |                      | included with the complaint.  | in the future.  |
| 21 April          | Contact form on Catering website | Catering             | <p>A party of 10 members of staff booked a table at Dolche Vita for a birthday celebration. This group of staff use the outlet quite regularly. It was very quiet in Dolche Vita on the day in question and the diners ordered their meal straight away. After 30 minutes, 6 people had been served at various times. The catering staff were alerted that 4 meals were still being awaited; there was some confusion and little apology. The complainant was told that her meal had sold out so a replacement was ordered. 10 minutes later still no food had arrived. The party had to return to the office as their lunch break was over. The complainant asked for a refund which was agreed and one of the staff offered a sandwich to take back to the office. The staff have experienced this level of service before at Dolche Vita but quite not this bad and it is not acceptable. The birthday celebration was ruined.</p> | <p>TW sent a note of apology and advised the complainant that he would investigate the matter and respond again in full.</p> <p>The Manager at Dolche Vita carried out an investigation of the problems on that day and TW advised the complainant of the outcome.</p> <p>It appeared that there had been a serious breakdown in communication between back and front of house staff, resulting in the customers not receiving the level of service required. Staff members assumed that others were attending to the party's order when they were not. The Manager had addressed this with the team to prevent a recurrence and had introduced a new process into the kitchen to help process larger bookings.</p> <p>The Manager had hoped that the complainant would attend the second lunch booked so that he could speak and offer his apology personally, as well as to point out the changes implemented as a result of this poor experience.</p> <p>The complainant and the other three colleagues who had experienced problems with their meals, were invited to lunch as guests of Dolche Vita, by way of a further apology. The offer was accepted and the lunch booking was made.</p> |