

# COMPLAINTS REGISTER: JANUARY 2016 – APRIL 2016

Date of complaint	To whom addressed	Department concerned	Description	Action taken
4 April	Medway Catering Team	Marketing Office	<p>During the last two meetings when we made a catering order from No1 Bistro we felt that the quality of the food has deteriorated; especially the sandwiches were very dry and the ingredients used were not up to the usual standard of the Bistro. As a result more than half of the sandwiches were not eaten by the staff. Moreover, we used to get a jug of coffee but this time we only received hot water and instant bags of coffee.</p> <p>Furthermore, the fruit platter was also not very good – the way the kiwis and oranges were sliced made it almost impossible for staff to eat during the meeting. We appreciate that the food is always delivered on time and we are keen to continue using No1 Bistro in the future but it has been rather disappointing that the quality has changed.</p>	<p>Samantha Riddington (SR) investigated the complaint and a reply was sent to the Department involved. SR explained that the Catering Team had been trialling the coffee sachets after a member of staff had specifically asked for them. However, anyone who preferred the flasks of coffee would be provided with them if they note the request when making the booking. They were also asking customers who prefer the sachets to order these so everyone can be kept happy.</p> <p>With regard to the sandwiches, the order chosen were the simply filled selection that come with no dressings, rather than the usual premium cut sandwiches. This may be the reason that the standard of the sandwiches varied so much from previous deliveries.</p> <p>There had been a few new members who had recently joined the Catering Team and they had been made fully aware of the correct way to prepare the fruit for the platters. Apologies were extended to the complainant who accepted a free fruit platter on their next order as compensation. The regular order for the sandwiches was also changed to the premium selection.</p> <p>The Catering Team really appreciated the feedback and hoped that they are informed should any other problems arise.</p>
20 April	Catering	School of Psychology	<p>A catering order was placed for the School of Psychology's workshop. I received a call from the facilitator to say that they had run out of rolls so more food had to be purchased from Dolche Vita. Also, only one bowl of fruit was delivered with the order.</p> <p>The order placed was for 42 people and the amount of food that arrived for this number of delegates was very disappointing. Surely one bowl of fruit was not expected to</p>	<p>Adam Watkins (AW) investigated the complaint and it appeared that key to the problem was under-ordering rather than under-delivering.</p> <p>The Catering Team who delivered the order confirmed that they left three baskets of fruit (not one as reported) and the correct amount of rolls and sandwiches. With no other items to pick up, it may well be that delegates at the front of the lunch queue took more than their share of the allocated provision leaving others short.</p>

# COMPLAINTS REGISTER: JANUARY 2016 – APRIL 2016

Date of complaint	To whom addressed	Department concerned	Description	Action taken
			<p>be shared between 42? I am sure we will get complaints about this on the feedback forms which is a real shame as the workshop itself is going very well.</p> <p>Please could you let me know if the delivery provided today was in error, or if more food should have actually been received? Is this what should be expected of a large order?</p>	
22 April	The Director of Commercial Services / Internal Catering	A member of staff from the Department of Electrical and Electronic Engineering, Imperial College London	<p>I attended a conference yesterday that included lunch supplied by Kent Hospitality. As a vegetarian, I just wanted to pass on some feedback to you, which I hope will be useful for future improvements for the service your team provides.</p> <p>The specific problem was that most of the vegetarian dishes were not labelled as "vegetarian". The sandwich trays were labelled with coloured flags, but the non-sandwich dishes (eg samosas) were not.</p> <p>This is quite irritating to vegetarians because (strict) vegetarians cannot eat something unless they can be sure, beforehand, that it's vegetarian!</p> <p>Could I suggest that you ask your team in future to put coloured flags on ALL dishes, not just the sandwiches? Thanks.</p>	<p>The complaint was investigated by Adam Watkins (AW). He replied to the complainant and explained that the chef was on sick leave and therefore it had not been possible for AW to determine the specifics of the event. However, AW advised the complainant that the normal procedure is for items to be labelled as vegetarian across both sandwiches and all other elements of a buffet. This clearly had not happened on the day and he apologised on behalf of the catering team.</p> <p>AW thanked the complainant for taking the time and trouble to write to the Director. It was appreciated as it stands as a good reminder of what should be done as normal practice. The procedures will be checked for the many buffets that leave the kitchen en-route to the various locations across the campus. AW understood how frustrating it is when these things slip; his own daughter is a vegetarian so the issue is never far from his mind!</p>