

COMPLAINTS REGISTER: MAY 2015 – AUGUST 2015

Date of complaint	To whom addressed	Department concerned	Description	Action taken
22 June	Internal Catering	Catering	A member of staff complained about the cost of their order of sandwiches and platter of fruit. It was felt that, for the quantity delivered, the cost was extortionate, thus resulting in a high mark up for an internal department. A photograph was sent with the complaint.	Sheena Butterworth discussed the complaint with the catering team. She explained to the complainant that the cost was good value taking into account the complete service offered. She clarified that to put the price in context, if the items had been purchased at the counter of a catering outlet, and then the cost of preparing, pack up, delivery and collection is taken into account, the cost charged represented good value. The complainant replied that it was still felt that the cost of the platter of fruit was extortionate and 3 times the amount could have been purchased elsewhere for the amount charged.
23 June	Caroline Hames	Catering	A member of staff complained that the freshly baked cookies delivered had rice grains attached and a photo of the cookies was sent with the complaint email. This was not the first time it had happened to staff and the suspicion was that the cookies are not freshly baked, as described, but had been stored in rice to keep them fresh. Therefore, the description was incorrect.	Caroline replied to the complainant and confirmed that the cookies are indeed freshly baked and that rice is never used as a preservative. Investigations were made with the catering manager and measures will be put in place to prevent this happening again. It appears to be a one-off accident and is a mystery to the catering team. The team await the findings from the investigation. Apologies were given to the complainant and the cost of the cookies was refunded.
24 June	Internal Catering	Catering	A member of staff advised the catering team that the wheat and gluten intolerant dietary requirement specified in the order had not been taken into account when refreshments had been delivered.	Apologies were sent to the complainant because the order had specifically stated the special dietary requirement in the special notes section.
20 July	Caroline Hames	Catering	A member of staff thanked the Department for the excellent food and service provided at a recent function. However, the food was not set up in time for the start of the event even though the correct time of delivery had been requested in advance.	Adam Watkins asked Caroline Hames to apologise to the complainant. He explained that the event was taking place out of doors and, because the weather was inclement, the caterers wanted to put the food out as fresh and near to service as possible. However, the staff got the journey time slightly wrong and it arrived a little late. The complainant commented that the matter was resolved and the party went very well.

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25 August	Hospitality Enquiry email	Kent Hospitality, Campus Watch	<p>The Creative Director of the Canterbury Shakespeare Festival complained about his team's experience of using the University campus for their Festival event. Although the Festival team had received excellent help and support from the Conference Office and Campus Watch staff initially, they subsequently suffered negative experiences with the University staff who were rude and unhelpful.</p> <p>The issues raised related firstly to the toilets in Becket Court which were inaccessible for visitors to the Festival because the door to Becket Court was locked, even though they had been available during a previous weekend. On approaching a group of cleaners, he claimed that the Festival team was treated in a rude and derogatory manner. Campus Watch were contacted about the closure of the door leading to the toilets and they advised that the entrance to Becket Court should always remain locked.</p> <p>The Creative Director also complained about noise and loud music across the campus which disturbed the Festival show.</p>	<p>Kevin Stuckey (KS) replied to the Creative Director's email in which he expressed his surprise that the University staff would have treated the Festival group in a rude and derogatory manner. This would be a very unusual occurrence but it is, of course, unacceptable and he confirmed that he would speak to the departments concerned.</p> <p>KS also confirmed that Campus Watch were correct in that the doors to Becket Court should not be open to the public at any time as it is a private residential accommodation. He checked with the Conference Office and the toilets that the Festival group should have been using were the facilities in Eliot College. It may be that there had been some miscommunication in this respect.</p> <p>KS was sympathetic that noise may have disturbed the show but events taking place on the University's external space are subject to noise from the surrounding buildings whether they are on or off campus.</p> <p>The Creative Director was thanked for bringing the matters to the University's attention and looked forward to welcoming the Festival to the University in future.</p>