

# COMPLAINTS REGISTER: SEPTEMBER 2015 – DECEMBER 2015

Date of complaint	To whom addressed	Department concerned	Description	Action taken
13 September	Hospitality Enquiry	Accommodation	<p>A visitor who stayed for 2 nights in both Becket Court and Rutherford College, complained about various issues in respect of both periods of accommodation.</p> <p>The problems experienced in Becket Court were as follows:</p> <ul style="list-style-type: none"> <li>- The room was not made up during the day and milk and tea bags were not re-stocked for the evening.</li> <li>- The toilet flush was broken and the workman had trodden on the towels the guest had left on the floor for fresh ones to be provided. The towels were not replaced by housekeeping staff and the guest was left with the soiled ones.</li> <li>- The water pressure from the shower was so low that the guest was unable to wash her hair as planned. This problem had also been experienced during an earlier stay in Becket about 5 months previously, but not rectified.</li> </ul> <p>The issues at Rutherford College related to noise from the live bands' performances during gala dinners in the dining hall over the two nights in question. The guest had not been warned about these by Reception staff. An alternative room in Rutherford was found but not until 11.00pm at which point the noise had lessened. The complainant was woken early the next morning by the noise of a heavy lorries gaining access to the building site nearby. So the guest's sleep that night was disturbed at both ends. On the second night there were no other rooms available other than the originally booked accommodation, and the guest did not bother to go to bed early but the information given was incorrect as the music ceased at 10.30pm.</p> <p>The complainant chooses to stay at UoK when in Canterbury on business because of the beautiful</p>	<p>Sheena Butterworth (SB) replied to the complainant by email on 24 September. She apologised for the delay in responding which was due to her sick leave.</p> <p>SB advised that feedback is important to the Conference Office and she thanked the complainant for taking the time to advise them of the various issues that arose during the stay on campus which will be addressed with the relevant departments on campus to avoid a repeat of them in future. Following discussion with her colleagues, SB had been told of the inconvenience and disturbance that the complainant had faced on the evening in question.</p> <p>SB apologised to the complainant for the events that took place during her stay and hoped they would not deter her from returning on a future occasion. A 50% refund was offered for both stays and the complainant was asked to contact the Conference Office so that the refund could be processed.</p> <p>SB concluded by stating that she would be meeting with the hospitality departments over the coming weeks to discuss the summer vacation period and that the complainant should be assured that the points raised in the complaint would be addressed.</p>

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			<p>campus and because it is away from the noise of the town. However, the two nights at Rutherford were like staying above a bar or night club. If a warning about the sound from the performances had been given, the booking would have been cancelled. The cost of the accommodation was £79.32 to stay at Becket and £60.94 for Rutherford College. She felt that some sort of refund would be appropriate.</p>	
7 October	Tim Burrows, Operations Manager	Catering	<p>The complainant was told by staff in Create Café that eating her own lunch was not allowed in the Marlowe foyer (adjacent to Create), although other people were doing so and had brought in food from the Noodle Bar. The complainant was under the impression that the area with the black sofas is a public seating area and not part of Create and asked for confirmation of this. If eating food from home or other outlets is not permitted it would appear that the rule directly discriminates against the Noodle Bar situated in the Plaza.</p> <p>The complainant reported that when approached by a member of the Create Café's staff, the complainant felt singled out and humiliated in front of friends.</p>	<p>Tim Burrows (TB) replied that he had spoken with the member of staff involved and explained that while he is pleased that staff are "fighting Create's corner", Kent Hospitality is not responsible for managing or policing the Marlowe foyer, and explained how the style of addressing the complainant made her feel. Hopefully the situation will improve.</p> <p>TB apologised about the experience and, by way of the department's apology, he offered to buy lunch for the complainant and a colleague or two in one of Kent Hospitality's catering outlets.</p> <p>The Food and Beverage Manager responsible for Create, and the administrator for the compliments and complaints register were informed.</p>
13 October	Assistant Student Accommodation Manager	Turing Accommodation	<p>The mother of a student residing in Turing Block B had complained about a number of points that needed to be addressed. These included:</p> <ul style="list-style-type: none"> <li>- One of the ovens was not working.</li> <li>- One of the freezer baskets was broken.</li> <li>- Key fobs for mail boxes had been issued incorrectly.</li> <li>- There has been issues with the key fobs, the external door and flat door. Following a visit by maintenance, the flat door was left unlocked.</li> <li>- On the day of the mother's visit there was no hot water in the student's flat for the whole day.</li> <li>- Cleaning had not be done on the allocated day.</li> </ul>	<p>Zuzana Appadoo (ZA) responded to the complainant by email and explained that the issues raised were being looked into. She apologised for any delay in rectifying the problems and for any inconvenience caused to the student and housemates.</p> <ul style="list-style-type: none"> <li>- The faulty oven had been replaced and a new freezer basket would be delivered.</li> <li>- The student should report to Turing Reception with any issues regarding key fobs.</li> </ul>

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			<ul style="list-style-type: none"> <li>- Difficulties with the delivery of a book order to Reception.</li> <li>- Lack of communication between departments.</li> </ul> <p>Although it was accepted that there could inevitably be teething problems with a new building but these did not seem to be addressed promptly or effectively. A considerable amount of money is being paid for the accommodation and the students should receive a better quality of service.</p>	<ul style="list-style-type: none"> <li>- The faulty door lock required replacement by a specialist external contractor. The work would be carried out imminently.</li> <li>- The lack of hot water had not been reported to maintenance until the Sunday evening. Staff resolved the fault on the same day.</li> <li>- Staff provide limited cleaning and this is done roughly every fortnight. The mother's grievance had been passed to the housekeeping department.</li> <li>- ZA explained that parcels are logged on to a computerised system and the students are notified when they arrive at colleges, so that they can then be collected from Receptions.</li> <li>- The letterbox key would be replaced.</li> </ul>
2 December	Internal Catering	Catering	<p>A member of staff complained that the order for refreshments for a large county wide event that had been placed by the Dean's Assistant was not delivered despite having received confirmation of the order by email. It was unacceptable and embarrassing that catering was not available for a number of influential external guests some of whom had driven a long way to attend the meeting.</p>	<p>Briony Bruce-Johnson (BB-J) apologised to the complainant and explained that the error may have arisen because of an instruction regarding the change of venue which may have been in error. A delivery was made but probably to the wrong room. BB-J confirmed that there were be no charge made for the order.</p>