

COMPLAINTS REGISTER: SEPTEMBER 2016 – DECEMBER 2016

Date of complaint	To whom addressed	Department concerned	Description	Action taken
22/09/16	Simon Westerman	International Recruitment	<p>I feel that I have to complain about an issue I had yesterday and it is not the first time the staff have been awkward about booking tables, in particular at Dolce Vita. I wanted to reserve a table in Dolce Vita yesterday for a visit by the President of Mauritius, who decided at very short notice that she would like to stay on campus for lunch. On Wednesday afternoon I spoke to the Conference Office who passed me on to a number at Dolce Vita which no one answered. I then spoke to staff in Dolce Vita yesterday morning who told me they were unable to reserve a table based on policy and I would have to speak to the supervisor Adam Hames. However when I rang his number it just went to voicemail. Despite leaving a message I never even got a courtesy call.</p> <p>I ended up going over myself and moving tables to save my colleagues, who were hosting the visitors, the embarrassment of not being able to find a seat. As it was the restaurant was empty.</p> <p>We do understand why policies are in place; however in certain circumstances I wonder if you would consider adapting those or making allowances where appropriate. Your staff are usually so helpful so I cannot understand why they</p>	<p>The Head of Trading advised that Kent Hospitality's policy is generally not to allow pre-booking in our bistros and cafés as they are designed for casual dining but do permit reservations in our restaurant known as the Beagle in Darwin College, Kent Hospitality's flagship fine dining restaurant, which is available for bookings in advance for entertaining and functions. To make a booking, please call the Conference Office on extension 8000 or email internalcatering@kent.ac.uk.</p> <p>However, Kent Hospitality is more than happy to receive requests at other catering outlets by contacting catering@kent.ac.uk.</p>

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			<p>made it so difficult for me yesterday. I am sure that you would agree that it is just as important that we showcase our campus and facilities to high profile visitors as they are the ones who promote the University and keep the new students coming to Kent. Had we had more time to make arrangements we would have made use of the Beagle, but the ordering policies (pre-booking food three days in advance) does not make that straightforward either. We were also aware of the Malaya University Delegation who were already eating in the Beagle that day.</p> <p>I hope that you might reconsider the policy at Dolce Vita in certain circumstances in the future.</p>	
03/10/2016	Laura Maclean	Reception	A parent purchased and paid for a laptop for her son. Amazon said they delivered it, but it was not received at the Reception. Reception staff were unsuccessful in contacting Amazon via telephone as we are not the account holders.	A letter was written to Amazon's logistic department asking them to provide a contact for University staff (to avoid this from happening in the future) and a request was made for drivers to get individual signatures for parcels (like other couriers), so Reception staff can track them in future.
04/10/2016	Vice Chancellor	Woolf College	The father of a student wrote in to complain that the shower in his son's residence was not working properly along with a broken laundry room and that the Wifi signal is weak in Woolf.	The Director of Commercial Services replied to the father by letter to advise him that his son had been invited to come into the Accommodation Office to resolve these issues in person.

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10/11/2016	Kent Hospitality	Woolf Toilets and Vending Machine	<p>A post graduate student sent an email to advise that over the past five weeks there had been no soap in the ladies upstairs toilet in Woolf and the vending machines in Woolf for snacks or cold drink had not worked from the start of term.</p> <p>Obviously the hygiene issue for the toilets was most important, and ideally needed resolving.</p>	<p>It was understood that there had been correspondence regarding the issue with the soap and dispensers in the ladies toilet and this had been resolved.</p> <p>With regard to the provision of the vending machines in Woolf College it was acknowledged that the student had obviously not had a good experience and a full apology was extended to her. The student was advised that the whole campus had since been re-suited with new vending machines and maintenance service. The new project was started last year with both Keynes and Eliot Colleges being up-graded and serviced in a completely different way. Upon the successful trial period, the service was tendered out and had subsequently been rolled out across Rutherford, Darwin and Woolf Colleges as well as in the Sports and Grimond buildings, with up-graded machines, new stock provision and more regular fill-ups. Some of the older machines, now replaced, were up to 12 years old and in urgent need of overhaul and up-grading; the University was seeking the best way to get this done with some measure of the careful use of the financial resources to hand.</p> <p>Regrettably, the process of negotiation and implementation took longer than expected but the process will reach completion across the whole campus during the academic year 2016/17. Customers will hopefully experience a brighter and more reliable experience when they next visit the new reliable machines which will actually deliver what they have ordered.</p>