

Accommodation and Hospitality Services Complaints Procedure

The aim of this procedure is to enable all of our Customers who have a grievance or complaint to pursue the matter in a systematic manner.

Accommodation and Hospitality Services is committed to delivering a professional service to all its Customers and will act to ensure that this level of service is maintained.

The management team will take seriously all complaints and will deal with them speedily and fairly. Most complaints will be concerned with relatively minor, everyday matters which can be resolved informally with the person(s) directly concerned.

Where a problem is not resolved by informal means or is too serious to be dealt with informally, then a formal procedure is available.

We keep a record of all complaints registered with us. This is to identify areas of weakness so that we can put things right, which in turn will help us to improve our service. All complaints are registered, monitored and reviewed by the relevant manager.

What to do if you have a complaint:

- In the first instance bring your complaint to the attention of a member staff who will aim to resolve the complaint by informal discussion. Hopefully your problem can be resolved quickly and easily.

What to do if you have a written complaint:

- A written complaint can be emailed to hosp-feedback@rt.bath.ac.uk or submitted in the form of a letter addressed to the Sales and Customer Services Manager, 6W 1.7a, University of Bath, Claverton Down, Bath, BA2 7AY

How we handle your complaint:

- Our aim is to provide you with a written reply within two working days of receipt of a written complaint.
- If your complaint is of a complex nature, which requires detailed investigation we will tell you what is happening every five working days until we can reply in full.
- If the response received from the Sales and Customer Services Manager is unacceptable you may write to the Head of Accommodation and Hospitality Services, 6W, University of Bath, Claverton Down, Bath, BA2 7AY
- Our aim is to provide you with a written reply within two working days of receipt of a written complaint.

If your complaint is of a complex nature, which requires detailed investigation we will tell you what is happening every five working days until we can reply in full.

If the complaint cannot be resolved by the Head of Accommodation and Hospitality Services, you may request a Review by the University Director of Finance, who will deal with the matter at his/her discretion.

Once the University's internal processes are exhausted, the University will issue a completion of procedures letter

We will:

- Make every effort to establish the name, department, address and contact number for the person who will take responsibility for your complaint.
- Pass your complaint to the person taking responsibility for it and write to you informing you of their details.
- You can expect to receive this information within three working days of us receiving your complaint.

In the interests of ongoing Customer care it will be the responsibility of the management team to ensure that all staff are aware of the complaint and outcome.

How to contact us?

By e-mail:

hosp-feedback@rt.bath.ac.uk

By post:

Sales and Customer Services Manager
6W 1.7a
University of Bath
Claverton Down
Bath
BA2 7AY

By telephone:

01225 384198