Nottingham Trent University

NTU Food

Customer complaints procedure

Version: 12
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1. Introduction

The Retail Operations team is committed to providing good customer service and quality-driven services. We recognise however, that we sometimes get things wrong or make mistakes. To deal with this, we have a complaints procedure.

We do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to deal with something we would otherwise overlook.

2. How to complain

2.1 Contacting us

The first step is to talk to a member of staff. This can be done quite informally, either directly or by email or telephone. Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then we have the CAT feedback mailbox. You can email this address at your convenience and receipt of written or e-mailed complaints will be acknowledged as soon as possible.

We will try to resolve the problem on the spot if we can. If we can't do this for whatever reason, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within 48 hours (excluding weekends) although it could take longer.

2.2 Taking your complaint further

We will contact you to ensure you are happy with the outcome of your complaint; however, if you don’t feel that your complaint has been dealt with adequately, it will be passed to a more senior member of the Catering management team. This manager will arrange for it to be fully investigated and will respond directly back to you with the outcome of the investigation. This will normally be within five working days although it could take longer.

2.3 The next stage

Following the investigation, we will contact you to check you are happy that your complaint has been dealt with satisfactorily. If you are still unsatisfied your complaint will be passed to the Head of Retail Operations for further investigation and appropriate action. All materials relating to your complaint and to previous investigations will be sent to the Head of Retail Operations who will let you know within seven working days that they have received your complaint and tell you when to expect a full response.

2.4 Contact details

- Email for CAT feedback: CAT.feedback@ntu.ac.uk
- Bea Footitt, Catering Administrator, Catering Services, Nottingham Trent University, Arkwright B104, Nottingham, NG1 4BU
- Tel: 44 (0)115 84 84771
- Email: bea.footitt@ntu.ac.uk