

Complaint Handling Policy

✓ WHAT IS A COMPLAINT?

- **A complaint is anything which makes you feel dissatisfied with the service you have received**
- We believe that if you wish to make a complaint or register a concern it should be an easy process
- The Events team at The University of Manchester welcome complaints and look upon them as an opportunity to learn, adapt, improve and ultimately provide better services
- This policy is intended to ensure that complaints are dealt with properly and that all feedback is taken seriously
- It is only by learning from our mistakes that we can further improve our service

✓ OUR COMMITMENT TO YOU

- We believe making a complaint should be a straightforward process
- Each complaint will be dealt with on its own merit in a prompt and courteous manner
- We will take the time to listen and understand the nature of your complaint and the outcome you are seeking
- Where appropriate, any investigations with colleagues across the University will be handled sensitively and confidentially
- We will acknowledge our mistakes and provide honest, evidence-based responses
- We will try to resolve any issue within 5 working days. If we are unable to do this we will provide you with regular updates until the investigation is completed.
- We will record and monitor all complaints and review them regularly to ensure that we are continually learning in order to provide the best possible service

✓ HOW DO I MAKE A COMPLAINT?

Occasionally things do go wrong. If we haven't managed to resolve the issue during your event and you wish to make a formal complaint, please speak with your named contact in the first instance. The quickest way is by telephone or email, and this information can be found on your booking contract.

The following information is helpful to us: date and title of your booking, the nature of your complaint and the outcome you are seeking.

✓ PUTTING THINGS RIGHT

Our aim is to always ensure we learn from any mistakes we have made in order to improve and enhance future service standards and customer relationships. We would hope at this point you are satisfied with our response.

However, if you are unhappy with the way your complaint has been handled, the matter can be referred to the Events Manager for further investigation:

Jane Pinder, Conference & Events Manager / 0161 306 4066 / Jane.Pinder@manchester.ac.uk who will provide you with a formal response within 5 working days.

If you feel the matter has still not been resolved to your satisfaction, then you can contact the Events General Manager: Alison Aucott, Head of Hospitality & Events / 0161 306 4061 / Alison.Aucott@manchester.ac.uk who will arrange for your concerns to be reviewed, and decide on an appropriate course of action. You will receive a formal response within 5 working days.