

CUSTOMER FEEDBACK AND COMPLAINTS PROCEDURE

1. PURPOSE

Campus Life Services has developed a Customer Charter which informs the customer what they can expect from the organisation.

The customer feedback process outlines steps to be taken when dealing with both positive and negative feedback including formal customer complaints.

2. PROCEDURE

As a company we encourage feedback both positive and negative from all customers. This allows us to review processes and to rectify any problems. It is also imperative that it is made easy for customers to give feedback and that the below procedure is clearly laid out and followed. The mechanism for handling customer feedback has three separate strands:

- Positive Feedback
- Negative Feedback
- Customer Complaint

Feedback Recognition

To help understand this procedure, It is important to differentiate between customer feedback and fault reporting. For example, if a customer reports that there is a maintenance issue in their accommodation, this is a maintenance fault and should be logged in the appropriate manner. However, if this issue has not been sorted in the appropriate length of time and the customer returns regarding the same issue, this issue has now caused the customer to give negative feedback or to complain. At this point the negative feedback/complaint process as stated below should be followed.

Sources of customer feedback

Feedback is communicated as follows:

- In person to our offices
- By telephone
- By email
- Through an Event Organiser (Summer Business)
- Through third party agencies, partners, stakeholders

1. Handling Positive Feedback

Where a staff member receives formal positive feedback in the form of an email or letter the feedback should be logged in the PCC Customer Feedback Log with the next sequential feedback number and a copy of the letter scanned and placed on file in the PCC Hub on Share Point where all records of customer feedback are stored. A letter of acknowledgment is issued to the sender thanking them for submitting feedback.

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2. Handling Negative Feedback

The staff member who recognises that a customer is giving negative feedback or making a formal complaint should listen carefully to the customer and determine how best to resolve the issue.

There are two types of recording mechanisms:

(i) Formal Complaint

This is an individual unique complaint. Once this type of complaint is identified, the initial step involves the completion of a Complaint Form which is available at the PCC Hub under quality forms.

The complaint form must be numbered and the action number should be taken from the PCC customer feedback log located on the PCC Hub. The nature of the customer complaint needs to be detailed and assigned to the relevant category.

All complaints received fall into the following categories:

A Services

This category is broken down to the following sub categories:

- Internet Service
- Laundrette Service
- Onsite Maintenance
- Contracted Maintenance
- Housekeeping
- Inventory
- Village Catering (Summer business only)
- Other

B Residents

This category is broken down to the following sub categories:

- Disturbance
- Vandalism
- Break-ins/Theft
- Other

C Accounts

This category is broken down to the following sub categories:

- Supplier Payment
- Payment Refunds
- Refund Queries
- Other

It is imperative that if the complaint is related to an area separate to where the complaint was made that the relevant personnel are sent a copy of the complaint. The main areas where complaints are made are the Village reception, Conference

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Office and the PCC Main Office. If the complaint made is also relevant to another area, a copy of the complaint should be immediately forwarded onto the relevant department. For example, if a complaint is received at the Village Reception relating to a summer guest attending a conference, the Event Manager must be sent a copy of the complaint immediately.

The next step in the procedure is to determine the action needed to rectify the complaint. There are two actions required:

A Immediate Action

This is the immediate response to the complaint received in order to rectify the issue at hand. The responsibility of this action lies with the following:

- If the complaint is Village related it is the responsibility of the Village Management to ensure that the corrective action is taken.
- If the complaint is related to summer business the Event Manager will work with Village management to rectify the complaint.
- The majority of complaints received by the PCC Main Office are relevant to the other two areas as stated above and therefore the complaint is immediately directed to the appropriate area for action to be taken.

B Further Action (Quality Improvement Plan – QIP)

As all feedback is recorded in the PCC Customer Feedback Log on the PCC Hub, the complaint will then be reviewed as part of the company **Continual Improvement Procedure** where the matter will be assigned to the Quality Improvement Plan (QIP) so to identify preventative actions required which will help avoid similar complaints into the future. While immediate corrective action is required to attend to the issue at hand, the QIP action will strive to action preventative measures. However, it should be noted that in some cases corrective actions will be the same as preventative actions.

The responsibility of determining what preventive action is required lies in the agenda of the following meetings:

- Weekly operations meeting for village management
- Weekly operations meeting for summer operations
- Fortnightly operations meeting for the Finance department
- Monthly Quality Team meeting
- Weekly/Fortnightly COO Management Meetings relevant to each department

Once the preventive action is determined the complaint form must be signed off by the relevant Line Manager. This indicates that the complaint has been dealt with and all appropriate actions have been taken.

The final step in this procedure is to communicate to the customer of the action taken. This may occur in either written or verbal format or in some cases both methods may be used. The person responsible for going back to the customer

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is determined at the corrective action stage as stated above. **All complaints must be resolved within 3 working days.**

Once the above procedure has been completed the complaint is now closed and the complaint form should be filed for future reference.

(ii) Negative Feedback

Negative feedback relates to more than one of the same issue arises. Such issues could present as negative feedback regarding key services e.g. WIFI service, unavailability of accommodation, heating issues etc. Negative feedback can be received in a number of ways namely:

- Email from a customer highlighting a negative element of their stay
- Verbal negative feedback from customers over the telephone or in person at one of the PCC offices

Instead of completing an individual complaint form for each complaint made, each matter must be logged in the PCC Customer Feedback Log located on the PCC Hub on Share Point.

The same procedure is followed for a formal complaint in particular liaising with the complainant and communicating the action to resolve the matter.

3. Feedback Analysis

Analysis of all feedback is important for the following reasons:

- To identify why complaints occurred
- To look at trends and determine if a change in process is required

All customer feedback and complaints must be logged in the PCC Customer Feedback Log on the PCC Hub. Each feedback logged is assigned an action number and the details of the feedback is registered including the person responsible for liaising with the customer. Every month the customer feedback log is reviewed by the PCC Quality Team as per the Continual Improvement Process and issues requiring preventative action or process amendment is assigned to the PCC Quality Improvement Plan (QIP).

3. RECORDS

The records of this process are located on the PCC Hub under quality management development. All records relating to this process will be kept indefinitely.

4. PROCESS VERIFICATION

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Evaluation of the Customer Feedback and Complaints Process is carried out using internal and external quality audits. Changes to the process are put in place as required and as appropriate.

Version History

Version	DATE OF ISSUE	DESCRIPTION OF CHANGE	OWNER
1	28/01/09	Development of process	Therese O'Connor
2	30/03/15	Initial release	John O'Rourke
3	18/01/2023	Review for fitness for purpose, updates include reference to the PCC Hub on Share Point	John O'Rourke