CAMPUS SERVICES COMPLAINTS PROCEDURE

This document explains processing and escalation of complaints within Campus Services. It is designed to be adopted as an internal document. It contains references to more details on parts of the procedure, such as how to escalate formal complaints.

Standard Operating Procedure

Area: Campus Services

Scope: Campus Services

Background: A complaint may relate to:
- failure to provide a service
- inadequate standard of service
- treatment by or attitude of a member of staff
- disagreement with a decision where the customer cannot use another procedure (for example an appeal) to resolve the matter

A complaint is not:
- a routine first-time request for a service
- a request for compensation
- dissatisfaction with Campus Services policies and procedures
- disagreement with a decision where a right of appeal exists
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision.

Definitions:

For the purposes of this document, a complaint is deemed to be a clear expression of dissatisfaction with any aspect of the service provided by Campus Services.

Investigation is essential in cases where frontline resolution was not possible, and the issue is serious, recurring, complex or considered ‘high risk’.

Frontline resolution is suggested for issues that can be easily resolved and require little or no investigation. Such issues and/or complaints are classified as Stage 0 complaints.

Complaints may already have been considered at the frontline resolution stage, or they may have been identified from the start as needing immediate investigation.

Escalation – Stage 0 complaints will normally be dealt with by the relevant team personnel. Should a stage 0 complaint be unresolved and/or escalated to Stage 1, it will be the responsibility of Section Managers to address. Further escalation will be in line with the Escalation Flowchart.

The procedure is applicable to both internal and external customers of the University. Confidentiality will be observed wherever possible, but it is not possible for us to respond to anonymous complaints.
Policy

Campus Services welcomes feedback from its customers. Whilst most of the feedback we receive is positive, we recognise that from time to time problems do arise and customers may occasionally wish to express concern or dissatisfaction with aspects of the services we provide.

We aim to use the feedback gathered from such complaints positively to help us improve the services we offer and to enhance the University experience for all customers.

Anyone who receives, requests or is affected by our services can make a complaint.

All complaints are processed in line with GDPR and applicable University policies. Formal complaints will be recorded within Action Manager and/or Campus Services QMS.

We aim to respond to all complaints within 5 working days, recognising that in some cases, investigation may take longer. We also aim to resolve complaints escalated to Stage 1 or above within 14 working days of receiving.

Procedure

On receiving a complaint, it will be designated as a Stage 0 complaint and will be processed accordingly for frontline resolution.

Some complaints will need to be fully investigated before a suitable response is given. These complaints will be escalated to the investigation stage.

Please note that all complaints are collated and logged by the Campus Services Administration team on a regular interval of 3 months even if complaints have or have not reached the investigation stage.

The following procedure is followed on receipt of a complaint.

Stage 0:

A complaint is received and will be responded to in line with SLA objectives. The response will attempt to resolve the complaint equitably, fairly and to the satisfaction of all parties.

If frontline resolution is unsuccessful or not appropriate (see below) the complaint may be escalated to Stage 1.

Closing the complaint at the frontline resolution stage

It is recommended that where possible the customer will be informed of the outcome in writing. Our response to the complaint will address all relevant areas and explain the reasons for our decision.

Stage 1:

If frontline resolution is appropriate, the customer will be asked four key questions:

- What exactly is the nature of the complaint (or complaints)?
- What does the customer want to achieve by complaining?
- Are the customer’s expectations realistic and achievable?
- Customer’s contact details

Closing the complaint at Stage 1

It is recommended that where possible the customer will be informed of the outcome in writing. Our response to the complaint will address all relevant areas and explain the reasons for our decision.

If Stage 1 resolution is unsuccessful, the complaint may be escalated to Stage 2.
## Stage 2

All Stage 2 complaints will be investigated and escalated as per the flowchart below, until a satisfactory resolution is achieved. Where this is not possible, a final decision will be made by the Director of Estates.

**Escalation flowchart:**

1. **SECTION MANAGERS**
2. **CAMPUS SERVICES DIRECTOR**
3. **ESTATES DIRECTOR (FINAL DECISION)**

## Closing the formal complaint at the investigation stage

The customer will be informed of the outcome of the investigation, in writing. Our response to the complaint will address all areas that we are responsible for and explain the reasons for the final decision. The outcome of the complaint shall be recorded with appropriate evidence when necessary on Campus Services EDMS Action Manager.

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**Version control**

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