

Commercial Services and Estates Complaints Policy

1.0 Introduction

The Commercial Services and Estates Department aims to be the provider of choice for our customers. We will work to improve transparency in our operations and value for money in the services we deliver to ensure that our customers are receiving the very best they can in an increasingly competitive market. We will work to understand our customers and put them at the heart of everything we do.

We will invest in training our staff so they can understand how to deliver excellent customer service. We will ask our customers what they think and use their feedback to improve our services.

2.0 Our Guiding Principles

Our teams within the Commercial Services and Estates Department are equipped to handle all customer requests and enquiries.

We will:

- Greet our customers in a courteous and professional manner and maintain this manner at each point of contact is made;
- Be well informed so we can help our customers;
- Be positive and constructive;
- Listen effectively to our customers' requests and promptly take the necessary actions to assist them;
- Keep our customers informed of unexpected delays in service which may affect their request;
- Inform our customers of normal process times in accordance to our Service Levels. Where relevant;
- Provide regular updates on where we are in the process when a customer's request is unable to be processed within the allocated timeframe;
- Give our customers a positive experience whenever we are contacted.
- Ensure our customers understand our complaints procedure and keep this procedure under review.

The Commercial Services and Estates Department's Service Level Standards for each section of the Commercial Services and Estates Department can be found on the Commercial Services and Estates website: <https://www.kent.ac.uk/estates/customer-services/index.html>

3.0 What we expect from our customers

We expect that our customers will:

- Be respectful and polite to our staff;

- Be considerate of other customers' needs and requests;
- Use our online services if they can and be willing to try new ways of contacting us;
- Keep us informed of changes which might affect the services we provide to them
- Provide us with feedback about their experiences to help us to learn and improve.

4.0 Definition of a complaint

- Dissatisfaction by one or more students about something a provider has done or not done, or about the standard of service provided by or on behalf of the provider – *Office of the Independent Adjudicator for Higher Education*.
- Dissatisfaction by one or more guests, visitors, or members of staff about what we have done or not done, or about the standard of service provided by or on behalf of Commercial Services and Estates.

5.0 How to make a complaint:

Early resolution steps:

If you would like to report a maintenance defect within your accommodation, please report this directly onto the Home @ Halls app. This can be downloaded via the app store on your mobile device.

Alternatively, please contact the relevant team directly as soon as possible. If your complaint is in relation to your accommodation, please contact the accommodation team at accomm@kent.ac.uk. If your complaint is regarding transport, please contact the transport team via transporteam@kent.ac.uk. For all other complaints, please contact the Estates Customer Services team at estatescustomerservices@kent.ac.uk or you can use our complaints form which can be found [here](#).

- You should provide as much information as possible. It is useful to include what you feel a satisfactory outcome would be.
- The team will respond within 3 working days, acknowledging receipt of your complaint.
- The complaint will be assessed and where possible, a solution will be offered. If necessary, depending on the nature of the complaint, it may be escalated to the relevant Head of Section.
- The team will investigate the complaint and provide a written explanation within 10 working days from the acknowledgement of your correspondence.

If after early resolution has been attempted you still remain dissatisfied you are able to submit a formal complaint using the Student Complaints Procedure that can be found at [StudentComplaintsProcedureJanuary2024.pdf \(kent.ac.uk\)](#)

6.0 Useful information

- For matters relating to parking enforcement, please see our parking enforcement policy which can be found [here](#).

- For complaints relating to our external travel providers about their commute to and from the University. These will need to be made directly to the travel provider. Their contact details are located [here](#).
- For matters concerning third party service providers. These will need to be made directly with the external provider.

7.0 Measuring our success

Our overall measure of success will be customer satisfaction with our services.

We will:

- Ask customers for feedback as part of the way we work
- Review the measures of success and the strategy on an annual basis
- Work continuously to improve our customer services, making sure that improving customer service becomes part of the normal way we work
- Measure ourselves against other organisations

8.0 How complaints will be recorded

Complaints will be recorded on a complaints register and these will be available on request to authorised bodies. The details that will be retained will be:

- Date of complaint
- Copy of complaint
- Copy of all correspondence
- The outcome
- Details of any corrective action required

9.0 Confidentiality

All complaints will be dealt with in accordance with the requirements of the Data Protection Act 2018.

For more information on how we use your information, you can contact our [Information Compliance Department](#).

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