

Event Exeter Customer Complaints Procedure

Continuous improvement is at the heart of what we do to ensure that we consistently deliver excellent customer experiences. Should you be unhappy with any aspect of the service we have provided, or wish to express your feedback and views, we would like to ensure that your concerns are addressed promptly, fairly and effectively.

This Complaints procedure provides a mechanism through which all Event Exeter customers can raise any concerns that they have, setting out the possible stages of the process, as well as the timeframes within which customers can expect a response.

Give us your views and help us to provide the service you want. To give us feedback about any aspect of our service, you can:

- **Speak to a member of staff directly**
Talk to your Event Specialist or a member of the Event Exeter team. If you have a problem, they may be able to resolve it immediately or they will be able to refer you to someone who can help. They will also ensure that your concerns or comments are recorded through our centralised feedback system.
- **Put it in writing**
You can write or email the events team at: Event Exeter, Reed Hall, Streatham Drive, Exeter, Devon EX4 4QR or email us via eventexeter@exeter.ac.uk
- Alternatively please use the Contact Us form on our website – this can be found in the discover section <https://event.exeter.ac.uk/contact>

How will we deal with your feedback?

If you require a response to your feedback, our events team will ensure that you receive this as soon as possible. All complaints are dealt with quickly, fairly and sympathetically. Your complaint will be investigated and you will be given an honest response.

All feedback will be taken seriously

Whether formal or informal, we value all feedback about our service. Strictest confidence will be maintained if this is appropriate to the case.

All feedback is recorded

We record and analyse all feedback and actions required. We also pass on all positive feedback.

We have a quality assurance/improvement system

Feedback is reviewed regularly in the Senior Management Team Meetings.

For all written feedback

- Must be received within 28 days of your visit.
- We will acknowledge your correspondence within 3 working days.
- We will send you further communication, within 7 working days, either to update you or to offer a full response.

If it is not possible to resolve your case within this time, we will inform you of what we plan to do and when.

What you can expect

There are various outcomes depending on the nature of your feedback but here are some examples:

- A thank you for taking time to give us feedback
- Your positive comments will be forwarded & recorded
- An investigation into your feedback and explanation of the findings
- Actions that will be taken to make improvements

What if you are not satisfied with the response?

We will work with you to resolve the matter and your case will be forwarded to a member of Senior Management for review and resolution. We hope that most problems will be resolved before this action is necessary and we will maintain an up-to-date record of your case at all times.