

Campus Services Division

CUSTOMER CARE POLICY



It is the policy of the Campus Services Division to provide a quality of service that meets the needs of our customers.

However, if customers have any comments or concerns regarding the services provided, residents/customers using the services provided or staff employed by the Division we would like to hear them and assist wherever possible.

The Customer Care Policy aims to deal with complaints from direct service users in a prompt, fair and positive manner. The table below indicates the stages which may be used to resolve a complaint:

	Person dealing with complaint
Stage 1 - informal	Staff Member
Stage 2	Manager
Stage 3	Senior Manager
Stage 4	Division/Board Director
Stage 5	Office of the Independent Adjudicator (student customers only)

Most complaints can usually be successfully resolved informally by a Staff Member. If you are not satisfied with the response to your initial complaint then you should write to the relevant Manager (see table overleaf).

Please note that any complaints directed to Stage 3 or above, without being directed to the Manager in the first instance, will be referred back to Stage 2.

If the complaint is regarding a Manager in Administration, Catering, Residences, or Sport & Exercise please write to Senior Manager, Campus Services Division, Cardiff University, PO Box 533, Southgate House, Bevan Place, Cardiff, CF14 3XZ.

If the complaint is regarding a Manager in Security & Portering please write to Senior Manager, Security Control Centre, Park Place, Cardiff, CF10 3AT.

The Division aims to acknowledge all written complaints within 3 working days and to investigate and take any resolution action within 15 working days. If you are not satisfied with the response to your complaint, details of how to appeal will be given in the reply.

Notes:

Complaints must be made by direct service users – complaints received from third parties will not be dealt with e.g. for University residences the complaint must be made by the resident and not a parent/guardian.

Complaints regarding staff employed by the Division – at any stage in the Customer Care Policy the complaint may be referred to the University Staff Disciplinary Procedure.

Complaints regarding students registered at Cardiff University – at any stage in the Customer Care Policy the complaint may be referred to the University procedures for the resolution of students' concerns/issues.

Complaint regarding:	Manager	Address
Administration - Allocations	Administration Manager	PO Box 533, Southgate House, Cardiff, CF14 3XZ
Administration - Finance	Finance Manager	PO Box 533, Southgate House, Cardiff, CF14 3XZ
Administration - Conferences	Conference Manager	PO Box 533, Southgate House, Cardiff, CF14 3XZ
Catering & Bars - Restaurants, Coffee Shops, Buffet Delivery, Talybont Social Centre & University Hall Bar	Deputy Catering Manager	Catering Office, Main Building, Museum Ave, Cardiff, CF10 3AT
Residences - Talybont North	Residences Manager	PO Box 533, Southgate House, Cardiff, CF14 3XZ
Residences - Talybont Court & South, Talybont Shop	Residences Manager	Talybont Court, North Road, Cardiff, CF14 3UA
Residences - Cartwright Court, Roy Jenkins Hall, University Hall	Residences Manager	University Hall, Birchwood Lane, Penylan, Cardiff, CF23 5YB
Residences - Aberconway Hall, Aberdare Hall, Colum Hall, Hodge Hall, Gordon Hall, Student Houses, Senghennydd Court & Hall	Residences Manager	Senghennydd Court, Salisbury Road, Cardiff, CF24 4UJ
Security & Portering	Deputy Head of Security & Portering	Security Control Centre, Park Place, Cardiff, CF10 3AT
Sport & Exercise University Sports Centre – Talybont	Centre Manager	University Sports Centre, off Excelsior Road, Cardiff, CF14 3UX
Sport & Exercise University Fitness & Squash Centre – Park Place	Centre Manager	University Fitness & Squash Centre, 49 Park Place, Cardiff, CF10 3AT
Sport & Exercise University Sports Fields - Llanrumney	Grounds Manager	University Sports Fields, Mendip Road, Llanrumney, Cardiff, CF3 4JN

In order to improve the quality of the services delivered, a database of all formal complaints will be maintained by the Campus Services Division. The information contained therein will be confidential and used solely for monitoring purposes in relation to the Customer Care Policy and such use will be subject to the provisions of the Data Protection Act 1998.

This document is available on our website at: www.cardiff.ac.uk/cserv

It is also available in Braille, on audio tape/CD and in large print format. Please contact the Administration Manager,
Tel: +44 (0)29 2087 5187 or Email: residences@cardiff.ac.uk