



Event Exeter Customer Complaint Policy

1. Purpose

The purpose of this policy is to establish a structured framework for addressing customer complaints promptly, equitably, and professionally. Event Exeter is committed to delivering excellent customer service and views complaints as an opportunity to improve and enhance its operations.

2. Scope

This policy applies to all customers of Event Exeter, including individuals and organisations, who wish to file a complaint regarding any aspect of our services. It provides guidelines on how complaints are submitted, acknowledged, investigated, and resolved.

3. Policy Statement

Event Exeter is dedicated to addressing customer concerns with fairness and transparency. This policy aims to:

- Ensure complaints are resolved in a timely and professional manner.
- Maintain customer trust and confidence.
- Identify and implement improvements based on client customer feedback.

4. Complaints Process

Step 1: Submitting a Complaint

- Complaints must be submitted in writing within 28 days of the incident. Customers can use the following channels:
 - Email: eventexeter@exeter.ac.uk
 - Website: [Contact Us Form](#)
- Upon receipt, Event Exeter will acknowledge the complaint within **three (3) working days**.





Step 2: Acknowledgement and Initial Review

- A review will be conducted, and if further details are required, customers will be contacted within **five (5) working days** of acknowledgement.
- A brief initial response outlining the proposed resolution steps will also be provided within this timeframe.

Step 3: Investigation

- Event Exeter will undertake a comprehensive investigation, which includes gathering facts, speaking to involved parties, and reviewing relevant documentation.
- The investigation will be completed within **ten (10) working days** of acknowledgement. In exceptional cases requiring more time, the customer will be informed of the delay and the updated timeline.

Step 4: Resolution

- Outcomes will be communicated in writing and may include the following:
 - Complaint fully upheld
 - Complaint partially upheld
 - Complaint not upheld
- If applicable, corrective actions or appropriate remedies will be implemented. Resolutions will be finalised within **ten (10) working days** of completing the investigation.

Step 5: Continuous Improvement

- Complaints will be analysed for trends or systemic issues to identify opportunities for improvement.
- Findings will inform internal reviews and action plans to prevent recurrence of similar complaints.



5. Reasonable Endeavours for Resolution

Event Exeter will make every effort to:

- Handle complaints fairly, impartially, and thoroughly.
- Provide regular updates on the status of the complaint.
- Offer reasonable solutions to restore customer satisfaction.

Customers are expected to engage respectfully and adhere to the communication guidelines outlined in this policy.

6. Escalation Routes

Step 1: Management Review

- If unresolved, customers may request a management review. Management will consider all prior correspondence and provide a response within **ten (10) working days**.

Step 2: Senior Management Review

If still unresolved, customers may escalate to Senior Management, whose decision is deemed final. A response will be provided within **ten (10) working days**.

7. Timeframes for Response

Action	Timeframe
Acknowledgement	3 working days
Initial Review & Response	5 working days
Investigation Completion	10 working days
Resolution	10 working days
Management Escalation	10 working days
Senior Management Review	10 working days

In cases of delays, Event Exeter will inform the customer and provide an updated timeframe.





8. Confidentiality

Event Exeter will handle all customer data in compliance with relevant data protection laws, including GDPR, ensuring the confidentiality of personal information.

9. Conclusion

Event Exeter values customer feedback and strives to resolve complaints promptly and effectively. This policy underscores our commitment to continual improvement and customer satisfaction. For further enquiries or to raise a complaint, please contact us at eventexeter@exeter.ac.uk.

