

## QUEEN'S UNIVERSITY BELFAST

### Eventus, Culture and Arts Complaints Policy

Eventus, Culture and Arts, part of the Student Plus directorate, is made up of a number of small teams, with responsibilities that include University core events, external conferences and functions, the academic timetable, management of internal room bookings, the Welcome Centre, the SU Shop, the Naughton Gallery, the Queen's Film Theatre (QFT) and Film Hub NI. Customer service is at the heart of everything we do and we are dedicated to delivering an exceptional experience to our internal and external customers.

As part of our commitment to delivering a high quality service across all of our teams, we welcome feedback, both positive and negative. We realise that we don't always get it right and take a positive view on receiving complaints, seeing them as an opportunity to gather feedback on our services and make improvements where necessary. We will work towards resolving complaints at the earliest opportunity ensuring comments are treated confidentially, fairly and consistently.

#### How to make a complaint

If you are unhappy with any aspect of our service, you can make a complaint through the following methods:

- Fill in the Contact Us forms on any of our websites – you can find links [here](#).
- In writing, by telephone or via email to any of the individual teams – contact details for our teams are provided [here](#).
- By completing a Complaint Form, available in person from the Welcome Centre.
- Email your complaint to us at [eventus@qub.ac.uk](mailto:eventus@qub.ac.uk) or telephone 028 9097 5340 and we will direct your complaint to the relevant department.

Please provide as much information as possible about the service provided, the dates and times, the individuals or department involved and the reasons why you felt the service did not meet your expectations.

On receipt, your complaint will be acknowledged and will be directed to the Manager within the appropriate service area. Your complaint will be treated in confidence and you will be contacted within 5 working days to discuss the matter and work with you to find a solution you are happy with.

If you remain unhappy with the proposed solution, you can escalate your complaint to the Head of Eventus, Culture and Arts. To do so, please send your complaint in writing to:

Mrs Claire Baxter  
Head of Eventus, Culture and Arts  
Queen's University Belfast  
Lanyon South  
BT7 1NN

Please note that every effort will be made to adhere to the above time limits to solve complaints. Where this is not possible, the complainant will be kept informed of progress. Working days refers to University working days i.e. Monday-Friday, excluding Public Holidays and University closure days.