

QUEEN'S UNIVERSITY BELFAST

Conference, Events and Timetabling Complaints Policy

Conference, Events and Timetabling, part of the Student and Campus Life directorate, looks after the University Core Events, internal and external conferences, internal room bookings and the creation and maintenance of the Academic Timetable. 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 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](#).
- Email your complaint to us at events@gub.ac.uk or telephone 028 9097 5340 and we will ensure your complaint is handled by 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 Conference, Events and Timetabling. To do so, please send your complaint in writing to:

Mrs Claire Baxter
Head of Conference, Events and Timetabling
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.