

# ITS TRAINING RESTAURANTS COMPLAINTS

CODE: P044

Section: Marketing  
Policy Owner: BOG  
Procedure Owner: Marketing Department

## POLICY

The policy is designed to assist both customers and staff. The Institute of Tourism Studies is committed to treat complaints fairly and in a confidential manner and to resolve complaints as quickly as possible, within a given timeframe. All customers making a complaint will be treated with courtesy and in confidence. The Institute of Tourism Studies values complaints as they assist the Institute to improve its teaching, products, and service.

## PROCEDURE

### 1. Objective of the Procedure.

The Institute of Tourism Studies is committed to being responsive to the needs and concerns of customers or potential customers and to resolving complaints as quickly as possible. We value complaints as they assist the Institute, its lecturers and students to improve its products, services and customer service.

This procedure has been designed to provide guidance to both customers and staff on the manner in which the Institute of Tourism Studies receives and manages complaints relating to its training restaurants. The Institute is committed to being consistent, fair and impartial when handling complaints.

### 2. Definition of a Complaint.

In this procedure a complaint means an expression of dissatisfaction by a customer relating to the service or food provided at one of the ITS training restaurants.

### 3. How a Complaint may be Lodged.

Dissatisfied customers are to first speak directly to the lecturer on duty on the day, as they would be able to assist to the problem quicker and may be able to provide a solution without the need for a complaint to be lodged. It is important to note that these are training restaurants so mistakes do happen and the better informed of the problem on the day, the better the students may learn from it and reconcile it.

If the customer feels that complaint is to be escalated further, a complaint in writing or verbally may be lodged:

- (i) By sending an email on [restaurants@its.edu.mt](mailto:restaurants@its.edu.mt).
- (ii) By filling in the feedback email sent to you by email through the tablein app. Only clients who have provided their email address upon reservation will receive this email.
- (iii) By telephoning on 2379 3000 and speaking to the Marketing Manager.

#### **4. Information Required when Lodging a Complaint.**

To be able to investigate complaints quickly and efficiently we require the following information:

- Name and contact details of the client lodging the complaint,
- Name and contact details of the persons whose booking was on,
- The nature of the complaint,
- The date of the visit,
- Detailed information of the situation which one is lodging the complaint on.

#### **5. Recording of Complaints.**

(i) A complaint lodged during the service

When a complaint is lodged with the lecturer on duty during the service, the lecturer will take note of the complaint as per Clause (4) including how the complaint was solved. The details are to reach the Marketing Department and the Academic Manager within 24 working hours for record purposes and for any further action that may be required. Additional follow up may take place as per Clause 6.

(ii) A complaint lodged after the service

When taking note of a complaint, the Marketing Manager will record the name and contact details, as well as all details of the complaint including the facts and the cause/s of the complaint, as well as the outcome and any actions taken following the investigation of the complaint.

As part of the Institute's on-going improvement plan, complaints will be monitored and taken note of by the Marketing Department for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

If a complaint is lodged, the Institute will record personal information according to the Data Protection Act (CAP. 586) solely for the purposes of addressing the complaint. Personal details will actively be protected from disclosure, unless the client expresses consent to its disclosure.

#### **6. Following up a Complaint.**

- For written complaints, the client will receive an acknowledgement within 2 business days.
- The Food and Beverage department (academia) will be informed of the complaint who will investigate and provide a report with feedback to the Marketing Manager.
- The feedback will be shared with the Chief Operating Officer, Corporate Services, who will provide the appropriate way forward for each individual complaint.

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- The client will be informed of the outcome via email or telephone depending on the mode by which ITS was contacted, within 4 business days from the date the complaint was lodged.

### **7. Reporting**

On a monthly basis, the marketing department will draw up a report on the complaints received. The report will be presented to the Chief Operating Officer, Corporate Services, for any further interdepartmental actions and for presentation to the Executive Committee.