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# Complaints Procedure

for Liverpool John Moores University  
Conference and Event Services



We are always happy to receive comments, feedback and suggestions; there are a number of methods you can use to provide feedback.

We will:

- Treat complaints seriously and deal with them properly
- Resolve complaints promptly and informally whenever possible
- Learn from complaints and take action to improve our service
- Ensure that complaints are treated in confidence

## What to do if you have a complaint

It is always better if you can inform us of any problems straight away. Most complaints can be sorted out quickly by our staff at the site you are visiting.

If it is not possible to let us know of your complaint at the time, you can contact Liverpool John Moores University, Conference and Event Services by email, in writing or by telephone using the details below.

Liverpool John Moores University,  
Conference and Event Services,  
Egerton Court, 2 Rodney Street,  
Liverpool L3 5UX  
email: [conferences@ljmu.ac.uk](mailto:conferences@ljmu.ac.uk)  
tel: 0151 231 3511

We are open from Monday to Friday, 9.30am to 4.30pm.

## What happens next?

If you lodge a complaint in person or over the phone, we will try to resolve the issue immediately. If your complaint is made via email or in writing, we will always acknowledge your complaint within seven days, and do everything we can to resolve it within 21 days. If a resolution cannot be reached within this

timescale, we will contact you to explain why and we will provide you with a revised deadline.

## What if the complaint is not resolved?

1. If you are not satisfied with our response to your complaint then you may write to the Head of Conference and Event Services. Your complaint will be reviewed by a Senior Manager, and a written response will be sent to you within 14 days.
2. If you still feel the matter has not been resolved, you should write to our Pro-Vice Chancellor (Marketing and Collaborative Partnerships), who will consider your case carefully and respond within 21 days.
3. If for any reason there are exceptional circumstances and your complaint is still unresolved at this point, please address your complaint to the Vice Chancellor (contact details below). He will ensure that the complaint is passed to an external adjudicator who will provide a final decision on the complaint.

The Vice Chancellor,  
Liverpool John Moores University,  
Egerton Court,  
2 Rodney Street,  
Liverpool L3 5UX.