Manchester Metropolitan University

# Conference and Events

## Feedback Procedure

Our aim is to provide an enjoyable and inclusive experience for everyone. It is important that you receive excellent customer service during your visit to Manchester Metropolitan University, and we appreciate all types of feedback to help monitor and improve our services.

**We value your feedback.**
You can provide feedback anytime via the following methods:

**Email:**
venues@mmu.ac.uk

**Online feedback form:**
http://www.mmu.ac.uk/venues/feedback

**Telephone:**
0161 247 1565

**Alternatively, please write to:**
Conference and Events
Manchester Metropolitan University
Cavendish Building
Cavendish Street
Manchester M15 6BG

## How do we handle complaints?

It is always better to inform us of any issues at the earliest opportunity. In most cases, problems can be resolved informally and quickly without further disruption to your event. Please contact the Conference and Events team who will be happy to assist you. When you provide details of your complaint, it is helpful to include your name, the title and date of the event and the booking reference.

## What happens next?

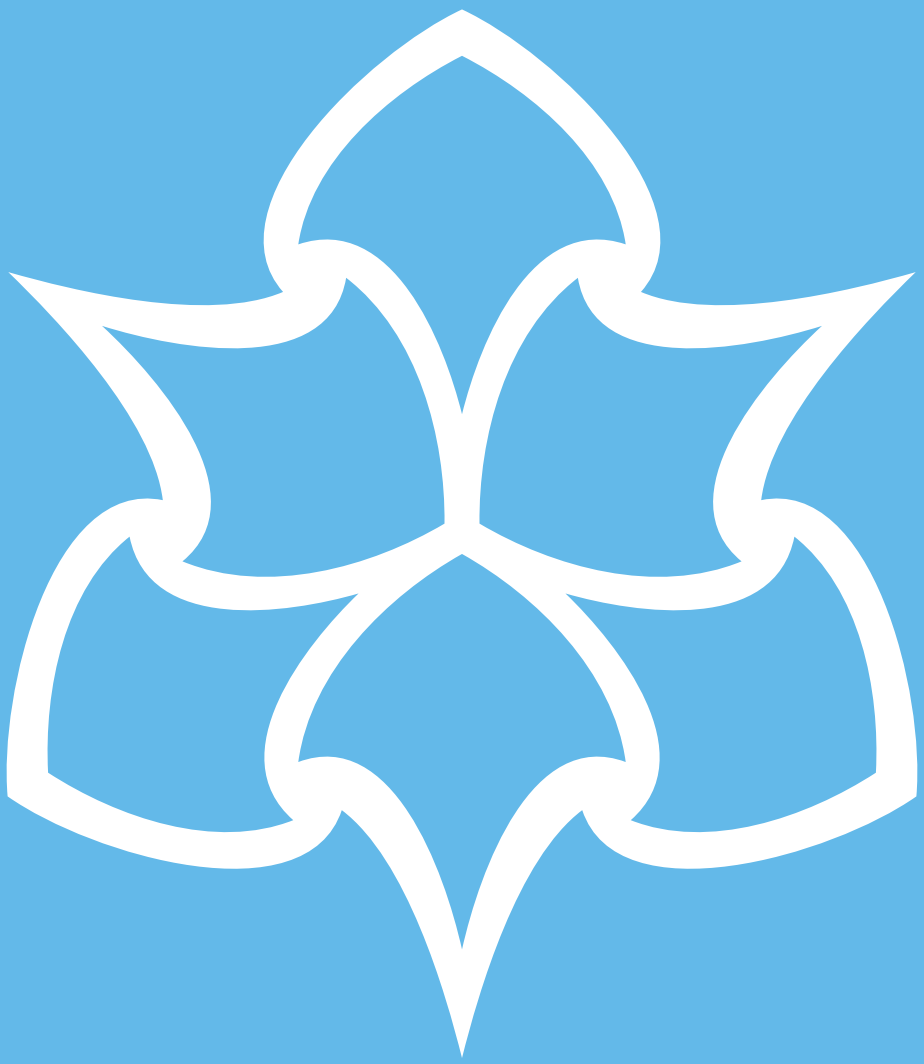
If you make a complaint in person or over the phone, we will aim to resolve the issue immediately. If your complaint is made in writing, we aim to acknowledge your complaint within 24 hours and resolve it within 5 working days. If a resolution cannot be reached within this timescale, we will contact you to explain why and we will provide you with a revised timeframe.

## What happens if you feel the complaint is not resolved?

We hope that our standard complaints procedure will address and resolve any issues you have encountered. If you do not feel satisfied with our response to your complaint, you may write to the Head of Conference Services who will review all information and provide a written response within 10 working days.

Thank you,

Conference and Events Team
Manchester Metropolitan University



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