

Category 1

- Informal Verbal Feedback
- Reception
- Duty Manager
- Bistro
- Phone Calls

Category 1

- Informal Social Media Feedback
- Facebook / messenger
- Twitter
- Instagram

Category 1

- Other informal Feedback
- Microsoft Forms
- Feedback Forms

All Informal feedback should be responded as advised if they wish to raise a formal complaint please submit this to [Hello@oriam.hw.ac.uk](mailto:Hello@oriam.hw.ac.uk), from there the complaints can be sent correctly to departments.

Category 2 A

Complaint will be directed from Hello@ to relevant department Manager for response. All responses will be sent from Hello@ at this level

Response sent to user, the complaint will be logged on the HW complaints log site

Complaint will then be completed and filed or escalated to Category 2B)

Category 2 B

Category 2 A complaint has not been resolved at department level and will now be forwarded to Oriam Exec for comment

Oriam Exec will reply from personal email and BCC hello@ for tracking.

Complaint will then be completed or escalate to Category 3

Category 3

Category 2 B has not been resolved at Oriam Executive level and has now been passed onto Heriot-Watt University to comment

HWU will investigate and reply to the complaint direct, while informing Oriam Exec of an decisions or responses

Complaint will now been concluded and a review completed