**Diversity Travel**

**Escalation & Complaint Guidance**

This document and the processes within it outline the specific escalation and complaints procedure between the University of Edinburgh and Diversity Travel. These processes will: ensure greater focus on Diversity Travel performance; help identify the issues which are resulting in under performance and highlight clear resolution plans to aid performance. Any issues raised through these routes will be recorded, logged and reported on.

Please note that there are separate routes for Escalations and Complaints – this is in an effort to prioritise where required and also to provide clarity and visibility of all issues raised. The routes are explained in detail within the document, however the infographic below demonstrates each route.

**Please note that the procedure and contact information for emergencies is found on page 5.**

1. **Escalation Procedure: What is an Escalation and Who Should You Contact?**

An escalation should be logged with Diversity Travel in situations where, for example, SLA response times (as outlined in Appendix A) have not been met, errors have been made by Diversity whilst arranging travel, issues have been encountered whilst attempting to book travel, you are due to travel and have not received further information/confirmation, etc.

Typically, an escalation should be logged initially with Diversity utilising the channels outlined below to allow Diversity Travel an opportunity to address and rectify issues or concerns raised. Should the escalation fail to be resolved, this is when a complaint should be raised.

Please note that to ensure timely and effective resolution, as well as identifying any systemic problem areas, any escalations made **must** include the detail outlined within the form below.

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| **Escalations**  **Supporting Information Required** |
| **Booking Details, specifically:**  Name of Traveller/Booker,  Booking reference where applicable,  Time,  Date,  Flight Details,  Hotel Details |
| **Contact Details, specifically:**  Name of Traveller/Booker,  Email (both who you emailed and the email address you emailed from), Phone number (both the number you called and the number you called from)  Name of the agent you spoke to on the phone/emailed |
| **Screenshot Evidence of Online Booking Tool:**  If your escalation is regarding the booking tool or the elements within the tool, please ensure that you screenshot the issue where possible.  If your complaint or query is regarding a price match – please refer to the price match guidance in the first instance. |

**Escalation Response Times:**

Escalations shall be acknowledged by Diversity within 2 hours and a relevant manager will provide timescales for resolution.

Please note that the response times are for Monday-Friday 0845am-1730pm, excluding UK Bank Holidays. If an escalation is received on a weekend or out of hours, it will be acknowledged within 2 hours of reopening.

**Contact for Escalations:**

* [**Uoeescalations@diversitytravel.com**](mailto:Uoeescalations@diversitytravel.com)
* **CC IN: Louise.Connolly@ed.ac.uk**

1. **Complaints Procedure – What Constitutes a Complaint and Who Should You Contact?**

A complaint should be raised with Diversity Travel in situations where:

* An escalation has not been satisfactorily resolved, or -
* Issues relating to service encountered whilst travelling

Please note that to ensure timely and effective resolution, as well as identifying any systemic problem areas, any complaints raised **must** include the detail outlined within the form below.

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| **Complaints**  **Supporting Information Required** |
| **Booking Details, specifically:**  Name of Traveller/Booker,  Booking reference where applicable,  Time,  Date,  Flight Details,  Hotel Details |
| **Contact Details, specifically:**  Name of Traveller/Booker,  Email (both who you emailed and the email address you emailed from), Phone number (both the number you called and the number you called from)  Name of the agent you spoke to on the phone/emailed |
| **Screenshot Evidence of Online Booking Tool:**  If your complaint is regarding the booking tool or the elements within the tool, please ensure that you screenshot the issue where possible.  If your complaint or query is regarding a price match – please refer to the price match guidance in the first instance. |

**Complaint Response Times:**

Diversity will acknowledge receipt of the complaint in 24 hours with a full response to concerns raised within 7 working days (emergencies shall be dealt with as a matter of urgency 24/7). Please note that the before mentioned complaint response times are for Monday-Friday 0845am-1730pm, excluding UK Bank Holidays. If a complaint is received on a weekend or out of hours, it will be acknowledged within 24 hours of reopening and resolved within 7 working days of the reopening date. Where further detail is required from University staff, it is asked that you provide this detail within 48 hours of request in order that we can actively investigate**.**

**Contact for Complaints:**

* **[CUSTOMERCARE@DIVERSITYTRAVEL.COM](mailto:CUSTOMERCARE@DIVERSITYTRAVEL.COM)**
* **CC IN: Louise.Connolly@ed.ac.uk**

**Logging & Investigation of Complaints:**

Complaints will be logged by Diversity Travel and reviewed regularly with the University, who will, through being copied in to complaint emails, ensure accurate comparison. This will be to ensure that complaints are being handled and resolved in a timely manner, as well as identifying and addressing any issues or problems which require wider intervention such as technology/process changes. Complaints may be made by either the traveller or the booker.

Where complaint investigation confirms that Diversity is at fault, Diversity shall provide a detailed outline of corrective actions. Where these issues are repeated or indicate a systemic issue, this will immediately be escalated to Diversity Travel Senior Management for action measured against a specified timeline.

**Please note that any complaints raised must be raised to Diversity Travel within 10-14 days of the complaint or 21 days if you are currently on business travel. Unfortunately, complaints raised after the afore-mentioned time frames cannot be reported against the service level agreement.**

Where complaint investigation confirms that Diversity is at fault, Diversity shall provide a detailed outline of corrective actions. Where these issues are repeated or indicate a systemic issue, this will immediately be escalated to Diversity Travel Senior Management for action measured against a specified timeline.

Please note that any complaint made to or regarding Diversity shall not be considered if the nature of the complaint is outside of the reasonable control of Diversity, for example airline cancellations or delays.

1. **Monitoring Contract Performance**

The Procurement Office will be tracking contract performance regularly in line with the performance measures (outlined in Appendix A), **along with the volume and root causes of all escalations and complaints received.**

Please note that Escalations and Complaints regarding response times must be cognisant of the service levels set out in Appendix A.

For avoidance of doubt, the timelines below will apply from the initial request or latest iteration of a request if the itinerary is amended.

1. **Other Queries regarding Travel**

**Who Should You Contact in Case of Emergency?**

Please note that escalations should not be confused with the 24 hour emergency support line – this line should only be utilised in the case of a **real emergency** (i.e. Issues arising during travel, urgent/emergency requests such as travel within 72 hours and where travel must be booked out of hours where the online booking tool cannot be utilised, assistance whilst travelling such as when arriving at hotel or airport). Failing to utilise this line correctly results in genuine emergencies being unable to gain resolve or assistance.

The 24/7 Emergency Line Contact Number is:

**0161 302 5403**

For any web interface issues please, in the first instance, refer to the FAQs or contact Diversity Travel helpline.

Please note that any queries or complaints relating to the Sustainable Travel Policy or the impacts of such policy should be raised within the University as opposed to with Diversity Travel. If you have a query regarding policy, please contact: **SRS.Department@ed.ac.uk**

**Appendix A: Performance Targets**

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| **Performance Target** | **Key Indicator** | **Performance Measure** |
| Email Enquiries Guarantees\* | Responsiveness | >85% of all email inquiries answered within 2 hours  100% of enquiries responded to within 4 hours. |
| Phone Enquiry Guarantees\* | Responsiveness | 99% Of phone calls answered within 20 seconds. |
| Product Reliability & Error Rates\* | Error Rates | Error percentage of bookings and details <1% |
| Account Management\* | Query Acknowledgement | Account Manager to acknowledge queries on same working day, or following morning (if contact is made late in the working day). |
| Student & Group Trips | Booking Timeframe | Academic Group – UoE booking a single product   * Air 48 hrs * Accommodation 48 hrs * Ferry/Car/Coach/Taxi/Train -48 hrs * Passport & Visa service - Subject to application & consulate   Academic Group – UoE booking multi product   * All - 72 hrs |
| Guarantee to deliver all services covered under Contract within the lead-times specified to member locations | Delivery of services | 99% of services delivered on time in full |
| Reliability of all ordering systems utilised including online ordering system, telephone, email. | Availability and Down Time | Ordering systems are reliable 97% of the time during the Term (of this Contract) (excluding pre-notified maintenance periods) |
| \*excl student and group trips | | |