

CUSTOMER CHARTER

OUR KEY CUSTOMER SERVICE COMMITMENTS AND EXPECTATIONS:



RESPONSIBILITY

being accountable for our actions



RESPECT

treat everyone with civility and fairness



HONESTY

personal integrity and a commitment to our University community



COMMUNICATION

keep each other informed and share appropriate information



WE WILL:

- Greet you in a friendly and welcoming manner
- Treat all customers with fairness, dignity and respect
- Provide you with up to date and accurate information
- Demonstrate sensitivity and ensure confidentiality
- Give you the opportunity to explain what help you need
- Answer calls/emails as soon as possible and ensure that you know our names and areas of work
- Let you know that we have received your enquiry (if not face to face)
- Let you know the next steps and keep you informed of progress, if we can't resolve your enquiry immediately
- Learn from our customer interactions and feedback in order to share best practice across our teams

WE WOULD ASK YOU TO:

- Treat us with fairness, dignity and respect
- Respond to requests and provide staff with up to date information within requested timescales
- Be willing to provide identification (UniCard) if required
- Let us know how you found your experience by giving us feedback