

## Student Service Centre Charter

The Student Service Team aims to offer quality customer service and is committed to delivering this in a friendly and helpful customer focused environment

We will be:

1. **COURTEOUS**  
Treat you in a polite, pleasant manner and with respect
2. **COLLABORATIVE**  
Actively listen and seek feedback, and let you know what actions we take as a result
3. **CONTACT**  
Provide you with a fast and efficient service whether dealing with you face to face, by telephone or email (responding within 48 hours or 2 working days)
4. **COMMITTED**  
Answer your queries in the Centre or provide you with suggested solutions
5. **CLEAR**  
Ensure all communications are clear and concise
6. **COUNTER SERVICE**  
Provide a manned service desk  
Monday – Friday  
10.00 – 16.00
7. **CUSTOMER SERVICE FEEDBACK**  
Welcome and review feedback on a regular basis, undertaking formal reviews twice per year
8. **CUSTOMER CARE**  
Answer complaints timeously and welcome all comments
9. **COLLEAGUES**  
Ensure our staff are skilled, motivated and have the resources to work to a high standard
10. You as our **CUSTOMER** can help us achieve these by  
Being concise, clear, courteous and constructive

September 2010