
Customer Service Charter 2016/17



Introduction

One of the University's core values is 'Service', as such it has been agreed that the institution should develop a set of customer service standards that our students can expect to receive.

This Customer Service Charter sets out the standards of service you can expect from our Professional Support Departments within the University.

The Customer Service Standards are centred on 5 core themes:

- Excellent Delivery & Service
- Communications
- Accessibility of Information
- Values
- Encouraging Feedback

1. Excellent Delivery & Service

We will:

- Treat you with respect, courtesy, empathy and fairness;
- Provide accurate information, advice and guidance, as appropriate, from our staff;
- Expect our staff members to be motivated, friendly, well trained and knowledgeable;
- Clearly publicise the opening hours of our range of on-campus services
- Answer your query in full, or refer to another member of staff if more appropriate to resolving your query. We will always track your query, and ensure that it is 'closed'.

2. Communications

We will:

- Fully respond to any e-mail or voicemail within 48 hours (two working days);
- Ensure that all student-facing staff have an up-to-date voicemail that you can leave a message with should they be unable to take your call;
- Ensure that all staff to have an active 'out of office' reply issued should you send an e-mail when they are away from the University;
- Ensure that all correspondence from the University is personalised so that you know who it is from with appropriate contact information.
- Ensure that all communications linked to formal University procedures are adhered to within the established timescales of those procedures

3. Accessibility of Information

We will:

- Provide on-line information that is clear, available and up-to-date (including full information on fees and costs);
- Ensure that each professional support department has a full FAQs page within their web-pages on the University website;
- Ensure that each professional support department provides a key contact list of appropriate staff within their web-pages;
- Make our information available through a range of media (including print, on-line and social media).

4. Values

We will:

- Ensure that the University is welcoming both in its environment and its culture;
- Endeavour to meet your individual needs;
- Provide staff members that are student-focused;
- Provide a solutions-focused response to any query.

5. Encouraging Feedback

We will:

- Make it easy for you to pass on your comments, compliments or suggestions about the service you receive in a simple and safe way;
- Respond to your feedback;
- Encourage your feedback so that the University can seek to improve its service levels.

More Information

More details on the content of this document and a wide range of further useful University information can be found on our Student Charter web-pages: www.glos.ac.uk/studentcharter

We hope that you find this Customer Service Charter useful and relevant, and we would welcome your suggestions on how we could improve it. You can give such feedback either through your elected student representatives or by e-mail: studentservices@glos.ac.uk