

Student Services Centre - Our Service Standards

The Student Services Centre is committed to providing a high-quality service to all its customers in a friendly customer focused environment. We aim to work in partnership with you, our customer, to deliver quality services that are accessible to all.

To deliver on this commitment we will:

- Put you at the heart of everything we do.
- Accommodate the differing needs of students and provide accessible support for all.
- Promote equality, fair treatment and respect.
- Respond to enquiries and complaints carefully and efficiently.
- Give staff the skills and training they need to put customers first.
- Be friendly, approachable and professional.

Accessibility

We will ensure, where possible, variety of communication methods:

- Face to face
- Phone
- Email
- Web information
- Social Media
- Online services

Responsiveness

- **Face to face**- Not keep you waiting for longer than 7 minutes under normal circumstance.
- **Phone**- Aim to answer your phone call within 7 seconds during opening hours and normal circumstance.
- **Social Media**- Respond to notifications and private messages within 1 working day under normal circumstance.
- **Email**- Respond to all email enquiries within 1 working day under normal circumstance.
- **Letter or Fax**- Respond within 2 working days of receipt.
- **Web information**- We will update webpage in a timely fashion to be clear, informative, and helpful.

Effectiveness

- **Customer awareness**- We will evaluate our performance by regularly measuring customer satisfaction levels.
- **Communication**- We will communicate with you using clear, concise and informative language and methods.
- **Competence**- We will train our staff to a high standard to provide a professional service.
- **Privacy**- We can provide private safe space to conduct sensitive enquiries and administrative processes.
- **Service**- We will work closely with colleagues across the University to provide a comprehensive service.
- **Data**- We will share data with colleagues within the bounds of data-protection rules.
- **Knowledge exchange**- We will take every opportunity to facilitate knowledge-exchange visits to colleagues across the University.

Reliability

- **Information-** This will be accurate, timely and reliable, provided through various media.
- **Requests-** We will deal with requests accurately and timely and within published timescales.
- **Complaints-** We will use Student services Centre and University guidelines to address complaints and communicate the progress to you in a timely manner.
- **Accountability-** You will be informed of the member of staff responding to your enquiry by name provided, email signature, signature or telephone announcement.
- **Service-** We will follow your enquiry to completion or refer you to another service, school or faculty where necessary.

This **Student Services Centre – Our Services Standards** are revised by Student Services Centre Manager and Customer Satisfaction & Project Assistant on 19th November 2019 and will be constantly revised and updated every year.