



## SIZ Customer Service Standards

**Our vision is:** To enhance the student experience by providing the highest level of customer service to the University community. For this reason we have implemented the following set of Customer Service Standards.

### Front Desk

- The SIZ will be staffed at all times during published SIZ opening hours
- All customers will be dealt with in a friendly, welcoming and empathic way whilst treated fairly and without discrimination
- Any change to SIZ opening hours will be advertised in advance
- We aim to ensure no customer will have to wait longer than 3 minutes at the front counter
- We have feedback boxes at both sites and encourage your comments. We will reply to all feedback within 5 working days
- We aim to ensure no customer will have to wait longer than 3 minutes for self-service machines

### Telephone

- We aim to answer all calls within 12 seconds
- If all our telephone lines are busy, callers are provided a call-back option without losing their place in the queue and all calls will be returned

### Support

- At least 90% of self-service jobs and emails will be acknowledged within two hours of the customer request (during SIZ opening hours)
- We aim to resolve at least 95% of jobs within the relevant service level agreement (SLA)
- We aim to resolve 80% of your queries without the need to escalate
- We will achieve at least 90% satisfaction for our Supportworks service and feedback responses

### Emergencies

- We will respond to the university's emergency phone line within 5 seconds
- We aim to contact a first aider within 30 seconds of a request being received

### Social Media

- Important SIZ announcements will be published on our social media sites (SIZ Facebook & Twitter) and at least 90% of queries will be answered within 24 hours during term-time
- Increase Facebook and Twitter followers by 10% each semester

### Surveys

- General overall satisfaction with SIZ of at least 90%