



Customer Service Charter

Our Vision is:

To enhance the student experience by providing the highest level of customer service to the University community

Customer Service Provision:

To our customers we intend to:

- Provide a courteous, welcoming and informative service at all of our reception points
- Support and advise on all aspects of University life in a friendly, welcoming and empathic way
- Ensure our team is up-to-date, knowledgeable and capable of offering excellent support and accurate information
- Treat all customers equally irrespective of their gender, ethnic background, religion or sexuality
- Communicate our services widely and directly to customers. Provide our customers with up-to-date news and information through our website, Twitter and Facebook feeds
- Invite honest feedback, views and suggestions through customer comment forms, face to face feedback and surveys
- Keep all facilities in a clean and tidy condition
- Handle all personal data in accordance with the Data Protection Act, the University's Data Protection Policy, Data and Systems Security Policy and Safeguarding Policy
- Pursue a policy of continuous improvement. Ensure our services evolve and grow to meet the ever changing needs of our students, staff and visitors
- Leave a lasting, positive impression of the University to all visitors, prospective students and the local community

How you can help us:

Please observe the following points:

- Take care of all books and equipment and return them on time after use
- Consider other users and be aware of how your actions or inactions might impact on others
- Tell us if something is broken or damaged
- Follow us on Twitter and Facebook for up-to-date news and information on our services
- Give us your views - we welcome all feedback
- Leave your study area clean and tidy after use
- Follow the University's Computer Code of Conduct
- Follow the LRC code of conduct

Reviewed 25/10/2017