

Student Services Customer Service Standard

As a student...	<i>This is how the Service will achieve this...</i>
I can access support in a variety of ways to suit me.	95% of customers are satisfied with the service which they receive.
	We will offer a stepped model of support, to ensure a variety of interventions at different levels.
	We will facilitate a range of workshops and groups to support you in a different way, and these will be regularly reviewed to consider any changes to requirements.
I can access support when I need it.	Self-help resources are available online 24/7, and in hard copy (available in alternative formats on request), and are regularly reviewed to consider any changes to requirements.
	We will provide access appointments with advisors on the day, and in advance. We will monitor and respond to periods when our appointments are fully booked.
	All email enquiries to our central inboxes will receive an automated response, letting the sender know what to expect.
	All enquiries will be responded to within three working days.
I will be welcomed to an environment which suits my requirements.	There will be clear information to help you navigate the Service's spaces.
	Private consultation rooms are accessible to users with additional requirements.
	We will always provide the option to speak to us in private.
	We will enhance our physical spaces, in line with student feedback and consultation.
I will be supported by qualified and friendly professionals.	All of our staff hold (or are working towards) the relevant professional qualifications.
	Our staff will live the University and Service's values, with customer feedback will be included in performance review processes.
	Customer service training will form an integral part of our annual training plan.
	Our staff will communicate with students clearly, and in language which can be easily understood.
As a customer of Student Services...	<i>This is how the Service will achieve this...</i>
I should expect to work with staff who have students' best interests at heart.	Student (and other customer) feedback will inform how Student Services evolves and changes.
	The University value of ' <i>student focussed</i> ' will be integrated and tested within all performance review processes.
	We will clearly communicate how we have responded to feedback.
	We will be proactively aware, and respond to, changes in the needs and composition of our student body.
	Customer service is a standing item at the Service's Management Team Meeting, strategically considering performance and customer feedback.