

### **Providing an Excellent Customer Experience**

The University of Roehampton takes customer services very seriously as it is important to us that all of our customers are happy with the service they receive.

Our wide customer base includes our students - past, present or future and their parents, sponsors or employers, as well as visitors, organisations and our own work colleagues.

### **We, the University Finance Department have clearly set out our customer service aims and objectives, which we have listed below:**

- Identify our customer needs quickly and efficiently
- Build successful long-term relationships with all of our customers
- Regularly seek our customers views and use their feedback to improve our services
- Always acknowledge and process complaints quickly and deal with them effectively
- Set standards that specify what our customers can expect from us
- Help and support our customers to access other relevant and related services
- Provide our staff with access to up-to-date and accurate information, both about the customer and for the customer
- Provide our staff with relevant training opportunities

### **To meet these objectives, every member of the University Finance Department will:**

- Treat all customers with respect, fairness, understanding and courtesy. Promoting equality and showing consideration for those requiring additional support and advice.
- Communicate with all customers in a professional, helpful and knowledgeable manner. Listening carefully, giving acknowledgement and clear explanations in a timely manner
- Provide professional advice within their remit and expertise and to help all customers in finding external services that may be of use to them
- Personalise all correspondence wherever possible, providing name, team and department as necessary, along with appropriate contact details
- Answer all telephone calls as promptly as is reasonably practical and in a professional and customer friendly manner using a suitable welcome message (stating name/department/organisation as appropriate)
- Acknowledge customer calls (or voicemail messages) as soon as is reasonably practical and ideally within 24 hours of receiving the call/message
- Keep all voicemail greeting messages up to date and containing suitable information including Name / Date or Time of return to the office / instructions to leave a message or call again/an alternative contact method

- Keep all automated e-mail messages up to date and containing suitable information including instructions on alternative contacts
- Provide clear, accurate and up to date information openly and in a timely manner using appropriate media channels (such as the University website)
- Always provide standard information within 24 hours of a customer's request and specialised information within 3 working days
- Take ownership of customer enquiries and endeavour to resolve them immediately, keeping customers informed of the progress of their enquiry until it is completed
- Acknowledge and respond to e-mails using appropriate language and method of communication within 24 hours during normal periods/circumstances.
- Acknowledge and process feedback and complaints quickly, professionally and in a timely manner, in accordance to the University Complaints Policy if applicable.
- Attend any Staff Development sessions as appropriate on such topics as customer care, communication, personal effectiveness and time management
- Wear a staff ID badge and dress in a professional manner appropriate to their role and location
- Use feedback received to improve the service offered on an individual, team or department wide basis
- Promote the University positively and openly to all customers

### **Our customers of the University Finance Department can help by:**

- Behaving in an acceptable way and showing respect to staff, team members and students
- Following the appropriate expectations such as the Student Contract, Financial Regulations, Contract of Employment or any other regulation or policy as appropriate
- Having any information we may need to assist you ready (such as student ID or reference numbers) when you contact us and giving full and accurate information which may be relevant to your enquiry
- Asking staff to explain anything you are not sure of
- Openly share your ideas and feedback with us
- Using the relevant processes in place and refer to the appropriate policies

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