We want you to have a great University experience. Help us to make it happen.
What will we do?
Provide a service which is available from 8.45am to 9.00pm Monday to Thursday and 8.45am to 5.00pm on Fridays during term time.
Provide clear and accurate information at all times.
Make every effort to resolve your enquiries quickly and efficiently.
Provide access to a range of specialist services within Student Services.
Aim to produce official letters within 5 working days and return telephone messages and email enquiries within 3 working days.
Treat our customers with respect, courtesy and consideration.
We will provide opportunities for feedback and implement changes to help us to continually improve services.

What can you do?
Treat our staff with respect.
Explain clearly what your enquiry is about and provide accurate information.
Provide relevant documentation when requested.
Seek early advice and follow the guidance offered.
Make sure your personal details are kept up to date.
Keep us informed of changes to your personal circumstances which may affect our records and procedures.
Attend appointments on time and inform us as soon as possible if you are unable to attend.
Tell us if we have not delivered the service to your satisfaction using the appropriate feedback methods.

Student Services
Customer Services Charter

What is it?
We are committed to providing a high standard of customer service. This charter sets out what you can expect from us and how you can help us to achieve it.