



# FM Customer Charter

At the heart of our customer charter is our commitment to provide an outstanding quality service to students, staff and visitors. It highlights the level of service you can expect from us. They are:

## Welcoming and easy to access service

We will:

- ♦ Greet you in a welcoming and friendly manner
- ♦ Treat you with respect and provide a service that's responsive to your needs
- ♦ Offer you the option to contact us, by email, telephone or in person – see contact details below
- ♦ Ensure the information on our webpages about our services are up to date and relevant

## Being proactive and getting it right first time

We will:

- ♦ Deal with queries in a prompt and efficient manner
- ♦ Aim to resolve your query at first point of contact or pass to the appropriate team within 1 working day
- ♦ Aim to respond to all queries within 5 working days or let you know if it is going to take a little longer
- ♦ Apologise when we make a mistake and work to put it right
- ♦ Use your feedback to help us to improve our services

## Taking ownership and keeping you informed

We will:

- ♦ Listen to you and act on what you tell us
- ♦ Communicate clearly without using jargon
- ♦ Keep in touch in a way that suits you i.e. by email, telephone or in person
- ♦ Provide you with regular updates
- ♦ Tell you about Facilities Management related news via Twitter

## How you can help us:

You can help us meet our aims by:

- ♦ Treating us with courtesy and respect
- ♦ Providing us with information that we need to help you, in a timely manner
- ♦ Letting us know if something is unclear
- ♦ Leaving us feedback and telling us how we can improve