

Customer commitment statement

The Conference and Events team understand that the quality and standard of service provided to customers and visitors to the University is an essential part of a successful event. Our aim is to provide a professional, enjoyable and inclusive experience for all our customers.

If you are planning an event at the University, we can guarantee:

- You will receive a friendly welcome
- We will listen carefully to your requirements and provide the best possible solution
- We will aim to provide excellent service throughout and would hope to exceed your expectations
- We will actively seek feedback and measure it against our customer service standards

Customer service standards

The Conference and Events team aims to provide excellent customer service at all times. Our Customer Service Standards underpinned by our Customer Service Policy, are regularly measured and monitored:

Customer Enquiries

- The customer will receive a friendly, professional welcome from a member of the team.
- Between the hours of 0845-1630 Monday – Friday, we aim to answer the telephone within 3 rings and will respond to enquiries within 24 hours.
- If all members of the team are busy at the time of enquiry, the customer can leave a message and will be contacted within 24 hours of the initial enquiry.
- If a member of the team is absent from the office and the customer needs a response before their return, a colleague will ensure the enquiry is picked up during their absence.

Meeting the Customer

- We will always arrive promptly and fully briefed for a pre-arranged meeting.

Customer Feedback

- We actively seek feedback from our customers in line with the Conference and Events Feedback Policy.
- We will treat any complaint in a timely, efficient and impartial manner. Written complaints will receive an initial response within 24 hours.

Customer Confidentiality

- We respect confidentiality. The events team receive training in data protection legislation and work in accordance with the University's Data Protection Policy.

Access to All

- The events team receive training to implement the University's Equal Opportunities and Diversity Policy.
- We actively encourage accessible events and provide a service that supports this strategy.

Customer service policy

The Conference and Events team are a committed group of determined, passionate and skilled individuals who ensure their contribution makes a difference. We understand that the quality and standard of service provided to customers and visitors to the University is an essential part of a successful event.

Our aim is to provide an enjoyable inclusive experience for all our customers by listening to them and determining their needs. By working collaboratively with stakeholders, we provide professional event management and excellent customer service to ensure customer confidence and a memorable event. We take pride in our service, but always look for continuous improvement by actively seeking feedback from our customers and colleagues.

Our commitment to the customer

- We respond to all enquiries in a timely fashion in accordance with our customer service standards.
- We provide a professional, friendly service at all times.
- We listen carefully to the customer's brief and provide the best possible solution.
- We ensure the best possible environment for your event.
- We always arrive promptly and fully briefed for a pre-arranged meeting.
- We respect and protect your privacy.
- Our staff are trained with the required skills and knowledge.

Customer feedback

- We monitor and improve our service by listening and responding to the views of our customers.
- We value positive feedback but welcome any comments if a customer is unhappy about the service they received.
- We treat all feedback seriously and handle it in an efficient manner, providing an initial response within 24 hours.
- We ensure all feedback is dealt with in a fair and impartial way and in the strictest of confidence.
- We resolve complaints promptly and informally wherever possible.
- We aim to provide a resolution within 5 working days.
- If a customer is dissatisfied with the way their complaint has been handled they will be referred to senior management and a written response will be sent to the customer within 10 working days.
- We use all feedback to develop and improve our service.

What we would expect from the customer

- To treat all our staff with courtesy and respect, avoiding unacceptable behaviour.
- To provide all the required information and documentation in a timely fashion in accordance with our Terms and Booking Conditions.
- To provide feedback.

How we monitor this policy

- We offer an easy route to provide feedback, make a complaint, comment or suggestion.
- We deal effectively with complaints to ensure we learn from our mistakes.
- We monitor our performance against our customer service standards and policy.
- We train and support staff to provide excellent customer service.
- We gather customer feedback to improve and develop the service.