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# Student Activities Centre

## - CUSTOMER SERVICE STANDARDS

The Student Activities Centre provides a diverse range of quality opportunities for students and is committed to assisting students to set up their own projects and activities. We aim to provide a high standard of service to all students who use the centre or engage in our activities. We work in partnership with other University departments and external organisations to provide a unique and valuable experience during your academic career.

### What you can expect:

- We treat all visitors with respect and courtesy at all times.
- Visitors will be welcomed to the Student Activities Centre and we will identify ourselves and wear name badges at all times.
- We will reply to emails within two working days. If a query cannot be resolved or answered immediately, we will acknowledge the email and inform you when you can expect a full response.
- We will use out of office responses if we are away from the office for more than 24 hours.
- We will ensure that our notice boards and website are kept up-to-date and that all relevant and useful forms are available on line.
- We will speak clearly and courteously on the telephone and give our name during the conversation.
- We aim to ensure that visitors do not have to wait longer than 3 working days for an appointment to see a member of staff.
- We will ensure that all copy work is completed within two working days.
- We will make confidential meeting space available if required.
- We will provide relevant training and development opportunities for all users to enhance their involvement with Kent Union.

### What we expect from our members and visitors:

- Allow staff the allotted time to respond to emails.
- Provide correct copy work in good time.
- Book meetings if a complex matter needs discussing.
- Keep your appointments with us and attend training that you have booked in for and let us know at the earliest opportunity if you cannot come.
- Be polite and treat our staff with respect and courtesy.

### Comments and Complaints:

The Student Activities Centre is committed to maintaining a high standard of service for our members. By setting these standards we can monitor our performance and improve the delivery of our service. If you feel that we have not met these standards on any occasion, please let us know by emailing [kentunion@kent.ac.uk](mailto:kentunion@kent.ac.uk).

