

# Client Services Charter

## Quality Service: Realising our potential

### Our Commitment

We will provide you with a quality service where we:

- ▶ **Are helpful and responsive**

This means willingness to help all clients (internal and external) and to provide prompt service

- ▶ **Provide reliable information**

This means a commitment to giving clear, accurate, timely and relevant information or helping you to find it

- ▶ **Show empathy and understanding of clients needs**

This means providing a caring environment and individualised attention to clients

- ▶ **Are courteous**

This means being polite and considerate

- ▶ **Maintain an efficient, effective and safe environment**

This refers to physical facilities, equipment, communication materials and staff

- ▶ **Improve performance through managing Client Feedback**

Client feedback and the strategies staff develop to deal with the complaint/feedback are seen as very important

### How you can help us help you

To help us help you we ask you to:

- ▶ **Tell us if you have special needs so we can accommodate them**

- ▶ **Treat our staff with courtesy**

- ▶ **Provide us with all requested information and details of changes in your circumstances in a timely manner**

- ▶ **Be aware of policies and procedures relevant to you**

- ▶ **Take joint responsibility and accountability for moving towards intellectual independence**

- ▶ **Be proactive about your program requirements and the planning of your program**

*This Charter is supported by the Higher Education 'Service Standards and Principles'*