

Lifelong Learning Centre

Service Standards for Student Support and Administration

Our Vision

Our vision is to be a **professional, helpful, friendly, inclusive** and **student-focussed** service for mature, part-time and foundation level students and all stakeholders.

Our philosophies:

- We will treat you **politely** and with **respect**.
- We will **listen** to you and take your views, wishes and needs seriously.
- We **value** your feedback and will try to use it to inform service delivery, where possible and reasonable.
- We promote **equality** and **diversity** and respect the needs of the individual.

Our Service Standards**When answering the telephone:**

- We aim to answer your call within 6 rings during the normal working day.
- At other times, or if it is not possible to answer within this time, we will invite you to leave a message and will respond to your message by the next working day.
- We will greet you politely, clearly giving our name and name of the centre.
- We will try to resolve your enquiry at the first point of contact. If we are unable to do so, we will forward your enquiry to the appropriate person or refer you elsewhere.

When dealing with letters, faxes and emails:

- We will provide an acknowledgement where requested.
- We will send out a response within 3 working days.
- We will try to resolve your enquiry at the first point of contact.

If we are unable to do so, we will forward your enquiry to the appropriate person or refer you elsewhere.

If more time is needed to investigate or if there are complications which create unavoidable delays on the part of the Lifelong Learning Centre, we will explain why and we will keep you informed.

If your message is a complaint, we hope we will be able to resolve this informally. If not, we will advise you on the procedure to be followed to make a formal complaint, which will then be acknowledged within 3 working days of us receiving this in writing.