

Estates Department

Customer Services Centre

Customer Services Policy

1.0 Policy Statement

The Estates Department aims to be the provider of choice for our customers. We will work to improve transparency in our operations and value for money in the service we deliver to ensure that our customers are receiving the very best they can in an increasingly competitive market. We will work to understand our customers and put them at the heart of everything we do.

We will invest in training our staff so they can understand how to deliver excellent customer service. We will ask our customers what they think and use their feedback to improve our services

2.0 Our Guiding Principles

The Customer Services Centre is equipped to handle all customer requests and enquiries for the Estates Department.

We will:

- Greet our customers in a courteous and professional manner and maintain this manner at each point contact is made;
- Be well informed so we can help our customers;
- Be positive and constructive;
- Listen effectively to our customers' requests and promptly take the necessary actions to assist them;
- Keep our customers informed of unexpected delays in service which may affect their request;
- Inform our customers of normal process times in accordance with our Service Level Statements;
- Provide regular updates on where we are in the process when a customer's request is unable to be processed within the allocated timeframe;
- Respond to email enquiries within three working days ensuring the customer is informed about what actions are being taken;
- Give our customers a positive experience whenever we are contacted.
- Ensure our customers understand our complaints procedure and keep this procedure under review.

The Estates Department's Service Level Standards for each section of the Estates Department can be found on the Estates website: www.kent.ac.uk/estates

3.0 What we expect from our customers

We expect that our customers will:

- Be respectful and polite to our staff;
- Be considerate of other customers' needs and requests;
- Use our online services if they can and be willing to try new ways of contacting us;
- Keep us informed of changes which might affect the services we provide to them;
- Provide us with feedback about their experiences to help us to learn and improve.

4.0 How we deal with Complaints

If our customers are unhappy with the way their enquiry has been handled, they can follow our complaints procedure.

Informal Complaint

A complaint can often be resolved relatively easily and informally at an early stage:

Step One: Contact the Customer Services Centre as soon as possible by email, letter or using the complaints form. You should provide as much information as possible. It is useful to include what you feel a satisfactory outcome would be.

Step Two: The Customer Services Centre will respond within 3 working days, acknowledging receipt of your complaint.

Step Three: The complaint will be assessed and if necessary, depending on the nature of the complaint, it may be escalated at this point to the Head of Customer Services and Engagement.

Step Four: The Customer Services Centre will investigate the complaint and provide a written explanation within 10 working days from the acknowledgement of your correspondence.

Formal Complaint

If the complaint cannot be resolved informally, or if you feel you have not received a satisfactory explanation or resolution at the informal stage, customers can follow our formal complaint procedure:

Step One: Please email the Head of Customer Services & Engagement who will contact you within 5 working days and investigate the complaint.

Step Two: The Head of Customer Services & Engagement will inform you of the outcome of the investigation by writing, within 10 working days of the acknowledgement of your complaint.

Appeals Process

If our customers are not satisfied with the conclusion of the formal investigation, they can appeal to the Director of Estates, estatesdirector@kent.ac.uk , or students can follow the student complaints process: <https://www.kent.ac.uk/guides/student-complaints> .

Our complaints form can be found [here](#).

5.0 Measuring our success

Our overall measure of success will be customer satisfaction with our services.

We will:

- Survey customers annually regarding satisfaction with our services.
- Ask customers for feedback as part of the way we work.
- Review the measures of success and the strategy on an annual basis.
- Report progress and publish results annually on our website.
- Work continuously to improve our customer services, making sure that improving customer service becomes part of the normal way we work.
- Measure ourselves against other organisations.

The delivery of excellent customer service is a key deliverable for the Customer Services team and performance of individuals will be measured as part of the appraisal (RPD) process.

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