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**Student Affairs Division Customer Charter**

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| The Student Affairs Division provides a wide range of professional services and supports for UL students and other customers. This is achieved in partnership with UL staff and other stakeholders. The Division, through its multi-disciplinary team, is committed to contributing to a world-class positive student experience. |

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| **What you can expect from us:** *Consistency, Confidentiality* • We will deliver services fairly, reasonably, and consistently. • We will treat all information in confidence except as required in law. *Dignity, Respect & Equity* • We welcome and respect diversity. • We will be courteous and will offer equal treatment to all customers. *Professionalism & Competence*• We will deliver services to a high professional standard and in line with best practice. *Information & Assistance*• We will respond to queries promptly and efficiently. • We will provide accurate and up to date information. • We will redirect customers as appropriate. | **What we expect from you:***Your responsibility* • Ensure your query or request is as clear as possible. • Be courteous and patient with staff. • Be reasonable with your expectations.• Observe student handbook guidelines. • Observe policies and procedures relating to Student Affairs services. • Respond in a timely manner to information requests or queries from staff. *You can play your part.* • Contact individual services with your comments or suggestions. • Let us know if services do not reach the standards you expect. • Provide feedback on our services via questionnaires, surveys and focus groups.  |

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| The Student Affairs Division welcomes all customer feedback as a means of helping us to continually improve our services. Any formal complaints from registered students, in relation to any aspect of Student Affairs’ services, are requested to be submitted according to the UL Student Complaints Procedure. Any formal complaints in relation to any aspect of Student Affairs’ services, from non-student customers, are requested to be submitted directly to the Unit Head of the relevant service. See contact details on <https://ulsites.ul.ie/studentaffairs/>. |
| **Information on the full range of services available can be found on the Student Affairs website at:** [**https://ulsites.ul.ie/studentaffairs/**](https://ulsites.ul.ie/studentaffairs/)**.** |