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**Student Affairs Division Quality Policy**

The Student Affairs Division, through its multidisciplinary team, is committed to contributing to a world-class positive student experience, by providing a wide range of professional services and supports for UL students and other customers. This is achieved in partnership with UL staff and internal and external stakeholders. The Division is committed to the continual improvement of services through structured regular reviews of the Quality Management System

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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/)**.** |