



# Advice Centre

- CUSTOMER SERVICE STANDARDS 2008/09

The Advice Centre provides a free, non-judgmental, impartial and confidential service.

All information provided by clients will be treated in the strictest confidence and will not be passed on to any 3<sup>rd</sup> parties without the express permission of clients. The Advice Centre is committed to providing a high standard of service and works in partnership with University Departments as well as external organisations in order to achieve best value for clients.

## What clients can expect from the Advice Centre:

- We will ensure that clients are treated with respect and courtesy at all times.
- We will aim to provide clients with an appointment to see an adviser within 7 working days and we will aim to see clients within 10 minutes of their appointment time, or provide an explanation as to why we are unable to do so.
- We will aim to answer 'advice@umsa.org.uk' emails within 2 working days or send an email to explain why and provide a substantive response within 5 working days.
- We will keep clients informed of progress on their case as and when required.
- We will endeavour to provide up to date and accurate information on the Advice Centre section of 'umsa.org.uk'
- We will measure client satisfaction on at least an annual basis.
- Where we are unable to help a client's query we will aim to refer clients to a suitable alternative agency.
- We will aim to confirm in writing any advice of a complex nature within 5 working days of a client's appointment.
- We will aim to forward all fully completed ALF applications to the relevant financial aid office within 5 working days.
- We will aim to send a minimum of 2 reminder emails for evidence still required for an ALF application.
- Under no circumstances will we collude with a client committing an illegal act (for example benefit fraud). Under these circumstances we will withdraw our service.

## What the Advice Centre expects from clients:

- That you are polite and treat our staff with respect and courtesy.
- That you are on time for appointments - If you are more than 10 minutes late we will ask you to reschedule.
- That you keep us informed of any relevant changes in your circumstances.
- That you attend interviews prepared by completing any relevant forms accurately and bringing with you accurate and up to date documentation.

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The Association (UMSA) is committed to providing the best service possible for students. By setting standards we can monitor our performance and improve the delivery of our services. If you feel that we are not meeting our standards please let us know by emailing [comment@umsa.org.uk](mailto:comment@umsa.org.uk).



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