



UCB

University College Birmingham

Customer Service Policy

University College Birmingham is committed to providing the highest standards of service for students and customers.

The University's Student Charter clearly details the level of service and support students may expect from us.

You may be assured that, at all times, we will provide a service that is courteous and attentive, and that we will ensure our staff are fully trained to offer you the help and advice you need.

If you have a query or wish to make a complaint, we will try and deal with it on the spot. If necessary, the manager of the section will be happy to help resolve it.

If you are still dissatisfied and you are a student, the University's Student Charter clearly describes a simple 'Grievance Procedure' you may follow. All other customers may write to the University Secretary – you may expect a reply within 10 working days.

Be assured - you may expect a prompt and courteous response at all times with the knowledge that we value the suggestions and feedback that we receive.