



University of Pretoria Client Service Centre (CSC) Client Service Charter



Foreword

This charter describes what you can expect from the University of Pretoria's Client Service Centre, and what you can do to help us provide better service.

We will provide you with:

- access to information resources or services that are convenient to you;
- assistance in using these resources or services; and
- support when entering into an interaction with any relevant University department.

This charter informs you of the standards of service that you can expect from us. This charter will also explain the process of what to do if you believe we are not meeting our service standards.

What you can expect from us:

1. Respect for diversity of any kind – language, culture, race, religion and gender.
2. We will strive to be informative, helpful and efficient in response to your inquiries.
3. We will be easily identifiable in all our dealings with you, displaying our name tags at all times.
4. We will strive to answer all your inquiries with clear, accurate information.
5. We will attend to you within 10 minutes of you being in any queue (walk-in service).
6. We will see you within 10 minutes of the time of a scheduled appointment.
7. When calling the Call Centre we will strive to answer 80 % of all our calls within 20 seconds.
8. When using our written channel (e-mail, fax or post) we will strive to fully resolve your query within 4 working days.
9. We will respond to any message you leave for a specific member of staff, in no longer than 24 hours.
10. We will listen to your concerns with empathy and take appropriate action.
11. We will conduct an annual survey to ascertain directly from you your view on certain service offerings.
12. We will deal with you courteously, sensitively and according to the policies of the University of Pretoria.

What you can do to assist us:

1. Give us accurate and complete information about your particular needs and circumstances.
2. Have your student number and up to date contact details with you at all times.
3. Provide all required documents and information within the specified times. If you cannot do so, then tell us straight away. Delays in providing information may delay a decision on your application or enquiry.
4. If you cannot keep an appointment please let us know as soon as possible, so that we can continue assisting other clients.
5. Treat our staff with courtesy.
6. Respect the other clients in the centre.
7. Complete all official forms and official documents using a black pen.
8. Be honest and fair in your dealings with us.

Feedback on our performance

Please let us know should you be satisfied or dissatisfied with the service you receive. It is important that you tell us, so we can use this information to continually improve.

You can either:

- Discuss the matter with one of the Client Service Centre managers.
- Hand a letter to one of the managers.
- Send an email to feedback@up.ac.za

All matters will be treated confidentially and we will provide you with a response within 48 hours.

Contact the CSC at:

Tel: 012 420 3111

Fax: 012 420 4555

Email: csc@up.ac.za