

Members' Service Charter

2017 - 2020

Introduction

As part of the new strategy, the Students' Union felt it was important to reiterate our Service Charter to our members. A member is defined as each and every registered student of the University of Gloucestershire (unless they have expressly opted out of Union membership).

This Members' Service Charter sets out the standards of service you can expect from your Students' Union.

The Members' Service Standards are centred on 5 core themes:

1. Excellent Delivery and Service

We will:

- Treat you with respect, courtesy, empathy and fairness
- Provide accurate information, advice and guidance, as appropriate
- Expect our staff members to be motivated, friendly, approachable, well trained and knowledgeable
- Answer your query in full, or refer you to another member of staff or service if more appropriate; we will always try to ensure that your query is addressed

2. Communications

We will:

- Acknowledge any e-mail or voicemail within 48 hours (two working days)
- Ensure that all student-facing staff have a voicemail facility
- Ensure that all staff have an active, helpful and informative 'out of office' reply with a realistic time frame for response
- Publish our office locations and opening hours clearly on-site and on our social media pages

3. Accessibility of Information

We will:

- Provide online information that is clear, available and up-to-date
- Ensure that there are relevant FAQ pages on the website
- Ensure that we provide a list of key contacts
- Make our information available through a range of media (including print, online and social media)

More Information

More details and information on the Students' Union can be found on our website: yourstudentsunion.com

We hope that you find this Members' Service Charter useful, and we would welcome your suggestions on how we could improve it. You can give such feedback either through your elected student representatives or by email to su@glos.ac.uk

4. Values

We will be:

Progressive

We are open, welcoming and honest. We aim to always improve what we do and how we work

Student Centred

Students are at the heart of everything we do. Students know who we are and how we can support them

Representative

We ensure we are truly representative of the student voice

Democratic

We are an inclusive and democratic organisation

Impactful

Everything we do has an effective and positive impact on students' lives

5. Encouraging Feedback

We will:

- Make it easy for you to pass on your comments, compliments or suggestions about the service you receive in a simple and safe way
- Respond to your feedback
- Encourage your feedback so that we can seek to improve our service levels