

Customer Happiness Charter

“We will work together as a team to deliver the best customer experience possible.”

OUR COMMITMENT TO OUR CUSTOMERS

- We will respond to your email enquiry within 2 working days with a full and detailed response addressing all the points you have raised
- We will answer your call promptly
- We will deal with your enquiry fully at the first point of contact and will make all efforts not to pass back the query to you or refer you on to another department where we can source this information for you
- We will provide you with easy and efficient ways to communicate with the team via email, chat, WhatsApp, phone and in person and ensure these work efficiently and effectively
- We will be open and honest when dealing with you, treating you with courtesy, dignity and respect
- We will address any issues you raise regarding our service with concern and follow through to a conclusion
- We will strive to continually seek to improve our service to you from the feedback that you provide
- We will work to understand your needs and preferences so your contact with us is stress-free
- We will ensure that you receive the same level of service regardless of which team member you are dealing with
- We will work to provide you with smooth and easy room application and allocation process
- We will continue to be innovative in our ideas in improving our service
- We will review our service monthly ensuring that the customer stays at the heart of our service

CUSTOMERS COMMITMENT TO US

- You will be polite and honest when dealing with the Accommodation Centre Team
- You will treat the Accommodation Centre Team with courtesy, dignity and respect
- You will provide constructive feedback
- You will provide accurate information
- You will share your good experiences with others

OUR COMMITMENT TO OUR TEAM

- Provide our team with comprehensive customer service training
- Provide ongoing reviews of the service quality we offer
- Provide support to our staff and feedback on what has worked well and what could be improved
- Provide a forum to listen to the teams suggestions to improve the service

CONTACT US

Phone: 01895 267 900

Email: bac@brunel.ac.uk

Web: www.brunel.ac.uk/accommodation

Address: Accommodation Centre, Brunel University London, Kingston Lane, Uxbridge, UB8 3PH

COMPLAINTS

For our complaints procedure please visit our website.