

## Customer Care Charter

At City of Glasgow College we have a commitment to providing excellent service, which is delivered to the highest level of customer satisfaction.

## Our Purpose

Let Learning Flourish

## Our Way

- Inspiration
- Excellence
- Innovation

## Values

As a College we value:

- The Individual
- Equality, Diversity and Inclusiveness
- Integrity, Honesty and Transparency
- Excellence and Achievement
- Partnership
- Innovation and Enterprise

## Response to Customers

In meeting your individual needs, through our culture of excellence you should expect:

- Courteous and friendly service
- Access to facilities and services
- A prompt reply to concerns you raise
- Information, guidance and relevant support

We aim to provide:

- A high quality learning experience
- A high standard of service and facilities
- A safe and clean environment
- Access to information on your progress
- Access to well informed and supportive staff
- Fair, sensitive and equal treatment
- Opportunities to express your views and influence future developments

## Standards of Service

The College will aim to:

- Assist all personal callers within 5 minutes
- Provide same day course application acknowledgement
- We will answer 95% of calls within 35 seconds and provide a high quality personal response
- Answer complaints
  - Resolve front line complaints in 5 working days
  - Acknowledged investigation complaints within 3 working days
  - Respond to investigation complaints within 20 working days
- Respond to visa letter requests within 3 working days

## City Listens

The College is committed to maintaining high standards and we are continuously seeking to improve our processes in order to provide a better service.

Feedback: Suggestions and Compliments

You may wish to give general feedback on things that have gone well or make a suggestion as to how we could do things better.

Making a Complaint

You may have concerns when your expectations have not been met. We would ask you to tell us about these concerns.

We take all feedback and complaints seriously. We will deal with them sensitively, promptly and in confidence.



## Our Commitments

The College's commitment to Quality is integral to our Vision, Mission and Values. An ethos of self evaluation encourages and creates a culture where all staff make a positive contribution to College achievement of corporate objectives, customer needs and expectations.

College staff are committed to a structured Quality Management System (QMS) that satisfies the requirements as outlined in ISO 9001:2008.

The College is committed to:

- Ensuring staff are highly qualified through ongoing recruitment, development and training
- Ensuring that measurable and realistic quality objectives are established annually, communicated to all staff, and evaluated, reviewed and revised (as needed) on an on-going basis
- Ensuring that the student and learning experience is maintained and improved by active monitoring, reviewing and improving all activities
- Meeting the needs and expectations of its very diverse client group(s) by improving the quality of learning and teaching it provides
- Identifying and disseminating areas of Good Practice

Student

To achieve our standards you can help us by:

- Treating staff and fellow students with respect and courtesy
- Using all areas and facilities of the College in a correct and appropriate manner
- Taking care of all materials, property and equipment

College

We will review and publish our service standards annually and be accountable for our performance to the Board of Management.

## Diversity & Equalities Statement

Equality, Diversity & Inclusiveness **For All:**

- Fairness
- Opportunity
- Respect

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