



Customer Services Charter

We expect our customers to be staff, students and external clients.

Our commitment to you:

To provide an excellent financial service in a customer focused environment.

This charter sets out:

- Our commitment to the service we deliver
- The standards you should expect from us and
- How you can help us achieve and maintain these standards

The standards you can expect from us:

We will

- Make available clear and accurate information by the web, email, written, telephone and face to face
- Deal with your enquiries promptly and efficiently
- Work to improve our standards and the service we provide

We will also listen to your views

- We are committed to making changes to improve our service where we can
- We will respond to compliments and criticism made in University questionnaires

What you can expect from us:

We will:

- Be helpful, patient, polite and treat you fairly
- Make every effort to answer your questions and explain in clear and familiar language
- We will respond to your letter or email within 7 working days
- We will try to provide a bilingual service whenever possible
- If we make a mistake we will apologise and do our best to put things right

You can help us achieve these standards by:

- Treating staff, students and fellow customers with respect and courtesy and abiding by the University's Dignity at Work Policies

- Explain clearly what your enquiry is about and give us as much information as possible
- Ensure that all documentation sent to us and money paid into us that you have put your student number and your name as the reference
- Pay all fees on time and in accordance with University regulations

How to contact us:

Income Section:

Tel: 01267 676704, 01267 676948

Email: fees@trinity-cm.ac.uk

Address: Finance Department, Trinity University College, Carmarthen, SA31 3EP

Counter opening times:

Monday to Friday 9:00 to 4:30