**Estates and Facilities Helpdesk**

**Customer Charter**

The quality of service we provide to our customers is very important to us, to enable us to achieve this we have set out the following promises:

When progressing jobs, either via Estates Online or the email account, we will:

* Progress requests within a 2-hour window during normal working hours, escalating and prioritising as appropriate.
* Ensure jobs are passed to the most appropriate department to deal with the request.
* Keep our customers informed of unexpected delays which may affect their request.
* Liaise between service departments and our customers, communicating updates as appropriate.

When you visit us we will ensure:

* That you are greeted politely.
* That our staff display their ID cards so they can be easily identified.
* To be polite, courteous and professional.
* To use plain English when communicating, ensuring terms we use are jargon free and easy to understand.

When you telephone us we will ensure:

* That you are greeted politely.
* To offer our name so that you know whom you are speaking with.
* To answer the phone promptly and in a professional manner.
* To use plain English when communicating, ensuring terms we use are jargon free and easy to understand.

When you email us we will:

* Aim to respond to general enquiries within 24 hours.
* We will use plain English when communicating, ensuring terms we use are jargon free and easy to understand.
* Be polite, professional and courteous at all times.

In all situations we will:

* Present a professional and courteous manner at all times.
* Provide a first-class service with a clear customer focus.