



Customer Service Charter

This charter explains the standard of service you can expect from the Student Information Centre (SIC) staff and what to do if you want to provide feedback on the service you have received.

1. We will ensure prompt services are dealt with within designated advertised timeframes.
2. We will be courteous to you and make every effort to understand your needs.
3. We will communicate accurately, completely and clearly with you when providing details of services and information required.
4. We will arrange a referral to specialist staff within the University in the event that the level of service/knowledge/skill is beyond our expertise.
5. We will endeavour to go above and beyond normal duties to provide additional assistance and information to assist you, where appropriate.
6. We will ensure the environment is clean, safe and welcoming to customers.
7. We will treat customer complaints with the utmost importance.

Customer Feedback

We are committed to the provision of a good quality customer experience and encourage feedback from our customers. Customers can provide a written compliment, comment or complaint on the SIC Feedback Form which can be located at the front counter of all SIC's or at www.swinburne.edu.au/corporate/sic/feedback.html

