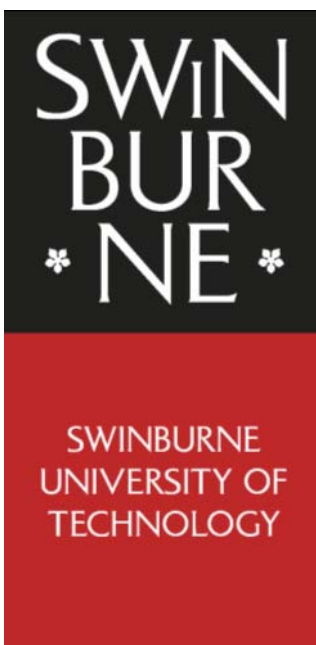


Customer Service Charter

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 aim to serve you within 5 minutes when you visit us in person. When you call our Contact Centre we will aim to answer your call within 60 seconds. If you contact us online we will aim to respond to you within 1 business day.
2. We will be courteous to you and make every effort to meet your needs.
3. We will communicate with you clearly and simply, we will also provide you with accurate and reliable information and services.
4. We aim to resolve your query at first contact, though if required we will arrange a referral to appropriate staff within the University to assist with resolving your enquiry.
5. We will ensure the environment is clean, safe and accommodating to our customers.
6. We will treat customer feedback with the utmost importance by resolving customer complaints within 48 hours and within a maximum of 5 working days. We will always let you know who is responsible for resolving your complaint.
7. We will consider the impact of our services on the environment by using environmentally friendly products where possible.
8. We will keep your personal information safe and secure.



Customer Feedback

We are committed to the provision of a high quality customer experience and we 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 counter at all SIC's or at:

<http://www.swinburne.edu.au/studentoperations/feedback/>