Customer Care Statement

This Customer Care Statement is the minimum standard across the Division and may be complemented by specific customer care charters within service areas.

We intend:

- to be fair, responsive and courteous in the delivery of quality services.
- to be professional and have well informed employees who take pride in what they do.
- to be positive and provide services which meet our customers' requirements.
- to specify, within resources, what we will provide and to inform our customers what they can expect to receive.
- to get things right first time.
- to enable customers to tell us when we fail.
- to respond effectively to customers' complaints and use customer feedback to secure continuous improvement.

In return we expect you:

- to let us know in advance if you cannot keep an appointment.
- to assist our staff and contractors in their work.

Our staff will display or carry some form of identification appropriate for their role and workplace, for example:

- Name badge
- University Card
- Estate Management or Service Section logo or badge on work clothing

Contractors working on University premises on our behalf will wear and show identity badges and work to the same standards as our own staff.
**Customer Contact – in writing**

We will try to acknowledge within 2 working days requests for information/action/advice, whether by letter, fax or email, and will include a provisional response. Emails to individual employees may take longer if they are out of the office.

We expect to give a more detailed response within 10 working days. Complex matters may take longer to resolve but an estimate will be given and communication will be maintained.

Our main postal address is Greenwich House, Madingley Road, Cambridge CB3 0TX.

*On the Web:* a comprehensive list of contacts and information about EM can be found on our web site: [http://www.em.admin.cam.ac.uk/](http://www.em.admin.cam.ac.uk/)

**Customer Contact – in person or by telephone**

**Our primary reception point** at Greenwich House is open Monday to Friday 8.30am – 5.00 pm.

Telephone 01223 (3)37770. Whenever our offices are closed our answer phone service provides clear instructions on whom you should contact in an emergency.

Telephone calls to individual employees should be returned within one working day but may take longer if they are out of the office.

| Our other reception areas are located at: **Address:** | Accommodation Service  
Kellet Lodge  
Tennis Court Road  
Cambridge  
CB2 1QJ |
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<tr>
<td><strong>Open:</strong></td>
<td>9.00am to 12:45pm, 2.00pm to 4:45pm</td>
</tr>
<tr>
<td><strong>Tel:</strong></td>
<td>01223 (3)38099</td>
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<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:acc@admin.cam.ac.uk">acc@admin.cam.ac.uk</a></td>
</tr>
<tr>
<td><strong>Info:</strong></td>
<td>Disabled access and disabled WC are provided here.</td>
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| **Address:** | University Centre  
Granta Place  
Mill Lane  
Cambridge  
CB2 1RU |
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<tr>
<td><strong>Tel:</strong></td>
<td>01223 (3)37766</td>
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<tr>
<td><strong>Email:</strong></td>
<td><a href="mailto:reception@unicen.cam.ac.uk">reception@unicen.cam.ac.uk</a></td>
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Addres:
Maintenance Helpdesk Laundry Farm
Barton Road Cambridge CB3 9LH

Open:
Mon - Thu 08.30 - 17.00
Fri 08.30 - 16.30

Tel:
01223 (3)37784

Email:
efhelpdesk@admin.cam.ac.uk

Commendations, recommendations and complaints We welcome any suggestions or comments. We also recognise that sometimes things go wrong and you might not be happy with an Estate Management service or how it was delivered. Please refer to our guidance notes on giving feedback: http://www.em.admin.cam.ac.uk/about-us/customer-care-and-feedback