

Customer Service Statement

This Customer Care Statement is the minimum standard you can expect 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 ask 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.

**Written Customer Contact**

We will try to acknowledge within two 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.

A comprehensive list of contacts and information about EM can be found on

our website: <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 8.30 am –

5.00 pm.

Telephone 01223 (3)37770. Whenever our offices are closed our answer phone service

gives 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:

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| **Address** | **Opening Times** | **Telephone**  **Number** | **Email Address** | **Additional Information** |
| Accommodation Service  Kellet Lodge  Tennis Court Road  Cambridge  CB2 1QJ | 9.00 am to 12:45 pm, 2.00 pm to 4:45 pm | **Tel:** 01223 (3)38099 | E: acc@admin.cam.ac.uk | Disabled access and disabled WC are  provided here. |
| University Centre  Granta Place  Mill Lane  Cambridge  CB2 1RU | 9:00 am to 5:00 pm | **Tel:** 01223 (3)37766 | E: reception@unicen.cam.ac.uk | Disabled access and disabled WC are  provided here. |
| Maintenance Helpdesk Laundry Farm  Barton Road Cambridge CB3 9LH | Mon - Thu 08.30 - 17.00  Fri 08.30 - 16.30 | **Tel:** 01223 (3)37784 | E: efhelpdesk@admin.cam.ac.uk |  |