



University of Technology, Jamaica

Customer Service Charter

University's Mission Statement

To stimulate positive changes in Caribbean society through provision of high quality learning, research opportunities and service to our communities.

The following seven Core Values guide the university's actions and decisions and assist it in fulfilling its mission. They also define our behaviors and relationships with our customers.

University's Core Values

RESPECT - We believe in the dignity and intrinsic worth of all people and endeavour to celebrate individuals by fostering an appreciation of and respect for each other's difference.

INTEGRITY- As a University community we value ethical behaviour in all our endeavours, whether scholarly, culturally or intellectually and expect all conduct to be grounded in integrity, mutual respect and civility.

EXCELLENCE - We value excellence in our instructional, administrative and managerial pursuits, and are dedicated to the provision of academic courses of the highest quality in an environment that encourages excellence in research and scholarly activity employing the most effective tools, technologies and facilities for learning.

INNOVATION - Innovation is encouraged inside and outside the classroom. We foster intellectual inquiry, exploration and discovery that transcend traditional boundaries in an atmosphere that celebrates creativity.

TEAM SPIRIT - We pledge to work together in a spirit of cooperation to enrich the cultural environment. We will employ a decision-making style that stresses participation and consultation amongst administrators, faculty and students.

ACCOUNTABILITY - In the spirit of efficiency and effectiveness, we will embrace ownership of all our responsibilities and accept the principle that we are accountable for our actions.

SERVICE- We are committed to excellence and high quality service in all interactions with the immediate and wider community, demonstrating that we see service as being fundamental to our operations in all areas of university life.

Who Are Our Customers?

Our customers include internal and external stakeholders such as: students, all members of staff (academic, administrative, technical and ancillary), industry, public sector bodies and non-government organizations.

Customer Service Statement

Individually and collectively we provide service that exceeds our customers' expectations and act with respect and responsiveness to satisfy their needs.

Customer Service Vision Statement

The University of Technology, Jamaica will consistently maintain a customer – oriented culture, demonstrating the core values of the university in our day- to- day operations and actively promoting service excellence through the use of service level agreements in all areas. We will be the preferred tertiary academic institution for study and research.

Service Commitment

The University is committed to:

1. Showing respect and care; being courteous and helpful to all stakeholders.
2. Listening carefully to all requests and taking the time to fully understand our customers' needs.
3. Providing accurate information to our customers.
4. Soliciting regular customer service feedback to improve our service delivery.
5. Executing improvement plans based on customers' feedback.
6. Maintaining confidentiality at all times.
7. Employing competent and qualified staff
8. Ensuring proper record keeping in a secure environment.
9. Maintain Service level agreements which are periodically reviewed

Service Standards for Communication

Response Times:

| Service | Response Times |
|--|----------------------------------|
| 1. Answering the telephone | Answer by the second ring |
| 2. Telephone enquiries (including voicemail) | Within 24 hours. |
| 3. General written enquiries | 5 working days |
| 4. Online enquiries (including emails) | Initial feedback within 24 hours |

We will achieve our service commitment:

1. By fostering a culture of trust and respect.
2. Through effective communication strategies to share information.
3. By training all our employees in Customer Service.
4. Through regular surveys, customer service suggestion boxes to solicit feedback.
5. By including customer service improvement and team building strategies in the university's strategic & operational plans.
6. By taking corrective action where customer service standards are not met.
7. Rewarding exceptional customer care behaviours.
8. Providing an appeals process that is fair and transparent in accordance with relevant existing Ordinances/Policies /Procedures.

Stakeholders' Responsibility

- a. To be respectful and courteous.
- b. Always display identification cards (ID).
- c. Use and /or maintain the university property in a responsible manner.
- d. Keep abreast of the university's information.
- e. Ensure that individual's needs, ideas, differences, beliefs, traditions and customs are respected.
- f. Keep the relevant Faculty/Division/Department/Unit informed of any changes in personal information that can aid in expediting efficient service.

Process for Handling Complaints

The University is committed to investigating and resolving all complaints. Stakeholders are encouraged to follow established procedures as are contained in existing ordinances, policies and procedures (Refer to the Policy and Procedures for Handling Student Complaints)

Role of the Office of the Customer Service Advocate

- a. Receive and acknowledge all complaints within 24 hours of receipt.
- b. Advise complainant about the procedures in resolving issues.
- c. Investigate complaints and provide feedback to the complainant.
- d. Liaise with the appropriate office to ensure effective resolutions.
- e. Refer unresolved matters to the Registrar for referral to the Visitor through Council (See Policy and Procedures for Handling Student Complaints).

Contact Information

Office of the Customer Service Advocate
University of Technology, Jamaica
235-237 Old Hope Road
Kingston 6

Telephone: (876) 970-5846/ (876) 970-5844/ 927-1680-8 Ext. 2846 & 2844 / 618-1152

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Website: www.utechjamaica.edu.jm

Email: customerserviceadvocate@utech.edu.jm

Staff Blog link: <http://univercustomerservice.blogspot.com/>

Student Blog link <http://customerservicestudents.blogspot.com/>

Appendix – Service Level Agreements as Scheduled