



Customer Charter

Our commitment to you

- Be polite, helpful and treat you with respect
- Welcome your feedback on service standards
- Be fair and understanding with all customers and stakeholders
- Develop the potential of our employees
- Consistently deliver the best products and services
- Train our teams to always perform at the highest level
- Listen carefully in order to understand and respond to your needs
- Treat all information received in the strictest of confidence
- Make sure that you are advised of relevant timescales
- Give you an explanation of our actions

Our service to you

- Deliver a service and facilities that are customer focused
- Provide a consistent quality standard that is externally accredited
- Behave honestly with openness and integrity
- Provide helpful staff in a friendly, welcoming environment
- Monitor, review and develop our standard and service in consultation with you
- Price our facilities and services competitively
- Respond promptly to all issues brought to our attention
- Provide a range of venues, catering and support services for effective event delivery

How you can help us

- Providing feedback on a particular service, product or member of staff
- Making suggestions for further improvements
- Refraining from using abusive or aggressive language or behaviour
- Providing us with up-to-date information within the required timeframes
- Reporting any dissatisfaction with our services in a timely and appropriate manner, so we can act on it and report back

Thank you for

Visiting us and cooperating with our staff

Customer Complaints Procedure

Any complaints that are received are taken very seriously.

For more details of our complaints process, please visit our website

<https://event.exeter.ac.uk/about-us/our-standards>

