



REGISTRY

Customer Service Charter

Registry is committed to delivering a high quality customer service experience in an open and transparent manner.

Registry Mission

To support the principles of the DCU strategy by engaging with all sectors of the University community, using a focussed and innovative approach in the provision of high quality service.

This Charter describes:

- Our commitment to our customers
- What customers can expect when they contact Registry



What Customers can expect

Registry staff will provide a professional, courteous and responsive service to all customers.

Personal Callers:	<ul style="list-style-type: none"> • All visitors to Registry will be treated with courtesy and respect. • Enquiries will be dealt with promptly. • Facilities will be clean and well maintained
	<p style="text-align: center;">Opening Hours</p> <p>In Semester Time Monday: 9.30 – 12.30 & 14.00 – 17.00 Tuesday: Wednesday: Thursday: 9.30 – 17.00 Friday: 9.30 – 12.30 & 14.00 – 16.00</p> <p>Out of Semester Time Monday: Tuesday: Wednesday: Thursday: 9.30 – 12.30 & 14.00 – 17.00 Friday 9.30 – 12.30 & 14.00 – 16.00</p>
Telephone Enquiries:	<ul style="list-style-type: none"> • We will identify ourselves to the customer. • We will endeavour to respond to telephone enquiries immediately • Voicemail messages will be responded to at the earliest opportunity • When transferring a call, the customer will be provided with the name and telephone number of the relevant person/department • When transferring a call to a Registry colleague we will provide the contact name and details of the query
	<p style="text-align: center;">Telephone Operating Hours</p> <p>Monday – Friday 9.15 – 12.45 & 14.00 – 17.15</p>
Correspondence by mail/email/fax	<ul style="list-style-type: none"> • On receipt of a letter we will respond within 5 working days. • Emails to our Registry Information Service team will be acknowledged immediately issuing a tracking case number and we will aim to reply in full within 3 working days. • If we receive a query in Irish, we will reply in Irish.
<p>If it is not possible to provide a definitive answer within the stated period an interim reply will be issued. A staff member will be identified to follow up with the outstanding query.</p>	

Customer Feedback

We are very happy to receive all feedback. If your Customer Service experience is unsatisfactory we would like to know.

<ul style="list-style-type: none"> • In the first instance please liaise directly with the individual who provided the service or in his/her absence the supervisor of that area.
<ul style="list-style-type: none"> • If it is not possible to resolve the matter with a staff member or supervisor, please direct the matter to a Manager, who will respond within 7 working days
<ul style="list-style-type: none"> • Information on DCU Student Complaints Procedure can be found on the website at the following link: https://www4.dcu.ie/students/az/complaints-procedure
<ul style="list-style-type: none"> • We guarantee a complaint will be dealt with in confidence.