



Ollscoil Chathair
Bhaile Átha Cliath
Dublin City University

REGISTRY

Customer Service Charter

Registry creates and delivers specialised student life cycle services for the DCU community and enables the implementation of academic policies and regulations. Registry leads the provision of core student activities, including admissions, enrolment, student fees and examinations. Registry issues official university documents including transcripts, parchments, and verification letters to all current DCU students and alumni. Registry is committed to delivering a high-quality customer service experience in an open and transparent manner and are continuously adopting innovative approaches in our delivery.

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 |
| | Opening Hours 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 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 |
| Telephone Enquiries: | <ul style="list-style-type: none">• We will identify ourselves to the customer.• We will endeavour to respond to telephone enquiries promptly.• Voicemail messages will be responded to at the earliest opportunity.• When transferring a call, the customer will be provided with the name of the relevant team/department. |
| | Telephone Operating Hours Monday – Friday 9.15 – 12.45 & 14.00 – 16.45 |
| Correspondence by mail/email | <ul style="list-style-type: none">• Correspondence will be responded to at the earliest opportunity or in line with the timelines relevant to a particular enquiry.• If we receive a query in Irish, we will reply in Irish. |
| If it is not possible to provide a definitive answer an interim reply will be issued. A staff member will be identified to follow up with the outstanding query. | |

Customer Feedback

We welcome all feedback.

- In the first instance please provide feedback with the individual who provided the service or in his/her/their absence the Supervisor or Manager of that area.
- In the event of an unsatisfactory outcome, information on DCU Student Complaints Procedure can be found on the website at the following link:
<https://www4.dcu.ie/students/az/complaints-procedure>
- We guarantee all feedback will be dealt with in confidence.