Customer Service Charter

OUR CUSTOMERS ARE OUR STUDENTS, STAFF, COMMUNITY, PARTNERS AND VISITORS

1. **Our Customers** at La Trobe (Students, Staff, Community, Partners and Visitors) are at the **heart** of everything we do

2. **We follow through** on all our customer enquiries – we do not **'pass the buck'**!

3. **We live La Trobe's Cultural Qualities:** we **Care,** are **Connected, Innovative** and **Accountable**

4. **We strive** for service excellence through simplicity and reducing complexity – we recognise that streamlining Customer Service processes enables and enriches **the best educational experience possible**

5. **We aim** to create a great first impression and leave a lasting impression by being positive and genuine – **we treat our customers as people not numbers**, and make every interaction meaningful and constructive

6. **We will respond** to all customer enquiries **quickly, efficiently and courteously** – we value our customers' time

7. **We want** our customers to feel their interactions at La Trobe have been time well spent and **a worthwhile and enriching experience**

8. **We work** to create a friendly and engaging environment in which **our customers feel safe and supported** – we aim to make a positive difference through being inclusive

9. **We aim to enrich** the learning experiences of our students and the working lives of our staff

10. **We continually improve** our service by **listening to our customers**

11. **We openly and willingly** share information, including celebrating our achievements and milestones and providing support for change and innovation

12. **We aim** to be the best we can at Customer Service – a truly **customer-first organisation**

13. **We all aspire** to be **La Trobe Customer Service Champions** who are positive role models and advocates for La Trobe University – we demonstrate this with enthusiasm, passion, empathy, integrity and a **'can do attitude'**

14. **We welcome** all **students, staff, community, partners and visitors** on this journey of customer service success and the rewards this brings

LA TROBE UNIVERSITY

We Care · We are Accountable · We are Connected · We are Innovative