

## Finance Charter

We envisage our customers to be internal, external, students and colleagues.

We pride ourselves in providing a quality service.



## Our commitment to you

To provide an excellent financial service in a customer-focused environment.

## Finance Charter

### How to contact us:

**For all student related queries in the Student Centre:**

**Invoicing:** 024 7615 2277  
**Email:** [incenq.fin@coventry.ac.uk](mailto:incenq.fin@coventry.ac.uk)  
**Credit Control:** 024 7615 2266  
**Email:** [debtenq.fin@coventry.ac.uk](mailto:debtenq.fin@coventry.ac.uk)  
**Treasury:** 024 7615 2255  
**Email:** [moneyenq.fin@coventry.ac.uk](mailto:moneyenq.fin@coventry.ac.uk)  
**Fax:** 024 7615 2276

**For all other finance queries:**

**Alma Building:** 024 7679 5122  
**Fax:** 024 7679 5120  
**Email:** [genenq.fin@coventry.ac.uk](mailto:genenq.fin@coventry.ac.uk)  
**In writing:** Coventry University  
Finance  
Priory Street  
Coventry. CV1 5FB

For further information please visit our website: <http://www.coventry.ac.uk/cu/finance>

Printed Aug 2009

**\*This document is available in other formats on request, e.g. electronic or large print. Please contact Marketing on 024 7688 7034**

## This charter sets out:

- our commitment to the service we deliver;
- the standards you should expect from us; and
- how you can help us achieve and maintain these standards.

The standards you can expect from us

## We will:

- make available clear and accurate information by the web, email, written, telephone and face-to-face\*;
- deal with your enquiries quickly and efficiently;
- work to improve our standards and the service we provide.

## We will also listen to your views:

- we are committed to making changes to improve our service where we can. We will be pleased to receive your comments, whether they are compliments or criticisms; please see <http://www.coventry.ac.uk/cu/finance/feedback> on how to do this;
- your formal complaints will follow our Finance complaints procedure and will be investigated by a senior manager and resolved within 10 working days.

## What you can expect from our staff

Our staff will:

- be well trained, helpful, patient, polite and treat you fairly;
- make every effort to answer your questions and explain Finance terms in jargon free language.

## Replying to letters/emails and other documents

- We aim to tell you of any changes to policies and procedures as soon as possible;
- we will respond to your email requests within 2 working days and written requests within 10 working days.

## Personal visits to the Student Centre counter

- During normal periods 98% of our customers will be seen within 15 minutes. During busy periods this may take longer so we appreciate your patience during these busy times;
- we will try to deal with the information you give us immediately. If not we aim to deal with it within 10 working days and if not resolved by this time indicate what steps are to be taken;
- all of your questions will be answered professionally and accurately with the information available at the time.

## Phone calls

- We will endeavour to answer your phone call within 4 rings during our opening hours which are 8.30 am to 5.00 pm. For Student Centre counter opening hours please visit <http://www.coventry.ac.uk/cu/finance/fees/a/4119>;
- If you leave a message we will return your call no later than the next working day.

## You can help us achieve these standards by:

- Treat our staff with respect by being polite and courteous. This also applies to our fellow customers; explain clearly what your enquiry is about and give us as much information as possible;
- ensure on all documentation sent to us and money paid into us that you have put your student identification number and your name as the reference.