

# **INFORMATION TECHNOLOGY SERVICES CUSTOMER SERVICE CHARTER**

Information Technology Services (ITS) is dedicated to providing a high standard of service to the University of Wollongong students, staff and affiliates.

We believe that all customers have the right to be treated in accordance with this Customer Service Charter which is consistent with the mission and values of the University of Wollongong as expressed in its Strategic Plan.

## **WHAT WE DO**

1. Provide and support a stable environment for those IT elements considered to be core to university business
2. Assist the University to develop new IT initiatives, directions and strategies
3. Support the University to effectively utilise IT resources for research and teaching purposes

## **THE TYPE OF SERVICE YOU CAN EXPECT**

We will:

- treat you with fairness, courtesy and respect
- identify ourselves to you
- listen carefully and take account of your views
- work with you to find the best solution
- give you useful, understandable, current and accurate information
- treat confidential information appropriately
- give you reasons for our decisions
- be considerate of cultural differences and personal disabilities
- be attentive to health and safety issues on our premises
- comply with University policies

## **OUR VALUES**

- excellence in all aspects of our activities
- respect all people with whom we come into contact
- set and maintain high standards of professional services and ethics
- strive for continuous improvement and a better University
- develop productive partnerships
- staff ownership and leadership of IT problems and solutions
- value our team by giving respect and support to each other
- accountability to students, the University community, the public and governments

## **YOUR RIGHTS**

You have the right to:

- receive fair and unbiased assistance
- receive an explanation of the reasons for our decisions
- have your privacy respected and information about you kept confidential
- give us feedback about our service

## **YOU CAN HELP US TO HELP YOU BY:**

- being open and honest in your dealings with us
- giving us sufficient time to respond to your requests
- giving us feedback on our service
- treating us with courtesy and respect
- observing the University's IT policies and rules
- treating IT facilities and property with due care

## **HOW YOU CAN PROVIDE FEEDBACK**

Information Technology Services, IT Resource Centre, Building 17, Wollongong Campus

Hours: 8:30am to 5:30pm Monday to Friday

Phone: (61 2) 4221 3775

Internal extension: 3775

Fax: (61 2) 4229 1985

Email: [its@uow.edu.au](mailto:its@uow.edu.au)

Internet: <http://www.uow.edu.au/its>