



## PARTNERS IN RESEARCH

### Commercial Research Unit - Customer Service Charter

#### Who we are and what we do

The University of Wollongong (UOW) encourages its staff to make their expertise and UOW's equipment available to industry, business and government customers via consulting and contract research activities (together termed "commercial research"). The Commercial Research Unit (CRU) is responsible for formalising the legal, commercial and financial arrangements for UOW's commercial research activities. To better understand the processes for how commercial research is managed within UOW, please refer to the attached Commercial Research Guidelines.

#### Who are our customers?

CRU's customers include business, industry, community organisations, not-for-profit organisations and government agencies that are interested in accessing UOW's staff and expertise for commercial research activities. UOW's staff and students participating in such activities are also customers of CRU.

#### What you can expect from CRU

We know that you value and expect good customer service from us. We aim to deliver a high quality service to all of our customers and to continually streamline and improve our services. Our commitment is outlined in this Customer Service Charter, which sets out:

- > the standards you can expect from us;
- > how you can provide feedback on our performance;
- > how we will measure our performance; and
- > how you can help us to service you better.

#### The standards you can expect from CRU

- > **Understanding** – we understand our customers and their business requirements.
- > **Professionalism** – we are objective, knowledgeable and we demonstrate integrity.
- > **Confidentiality** – we respect the confidentiality of customer information.
- > **Transparency** – our processes are clear, consistent and easy to access.
- > **Responsiveness** – we understand the time imperatives and other needs of our customers and aim to respond to these wherever possible. Listed below are the response times that we aim to achieve.

Activity	CRU Response Time
> Respond to email, fax or telephone messages.	Within 3 working days, and within 2 working days for urgent issues
> Assist UOW staff to cost a project and prepare a quote for services.	Within 3 working days of receiving a request for assistance from a UOW staff member
> Assist UOW staff to prepare internal approvals paperwork.	
> Prepare and issue Fast-Track contracts.*	Within 3 working days of receiving completed approvals paperwork from the UOW Project Leader
> Provide comments on contracts prepared by our external customers or to prepare non Fast-Track contracts	Within 10 working days from the date that CRU receives the contract (along with internal approvals paperwork from the UOW Project Leader) for greater than 80% of projects.**

\*contracts issued by CRU that use UOW's standard contract terms.

\*\* this does not include the time that it may take our external Clients to consider comments or review the contract that UOW prepares. This service standard also depends on the complexity of the contract and availability of UOW's Legal Services Unit staff.

## How you can give us feedback

Please let us know if you are happy or unhappy with our service. This will enable us to identify areas for improvement or enhancement. Feedback can be provided in several ways:

- > by phone or in writing to the CRU staff member that you have been dealing with;
- > by phone or in writing to the Director of CRU if you are unhappy with the response you have received to your feedback;
- > using the online Research & Innovation Division (RAID) feedback form; or
- > responding to one of our customer feedback surveys (which we will send out periodically).

## How we will measure our performance

We will measure our performance against the response time targets provided in this Customer Service Charter and post results quarterly onto our website. In addition, we will prepare an annual report on customer service performance that will also be posted on our website. We will also periodically survey our customers regarding our performance, to obtain feedback on the quality of our services.

## How you can help us

There are a number of ways that you can help us to give you the best possible service:

- > let us know key deadlines;
- > use the UOW standard commercial research contracts wherever possible as this can speed up the process;
- > if you are unable to use UOW's standard commercial research contract and you are a repeat customer of UOW, we should work together to develop a standard contract that can be used for your projects;
- > UOW researchers should use the Commercial Research Costing Pro Forma to provide a quote to UOW's external clients; and
- > let us know at an early stage about commercial research projects being contemplated and likely to go ahead.

## How you can contact CRU staff or obtain further information

### Office Information

CRU Facsimile: +61 2 4221 5267

Level 4, Building 36 (Administration) - opposite Personnel Reception

University of Wollongong, NSW, 2522

CRU Staff	Contact details
<b>Dr Troy Coyle</b> – Director of Commercial Research Services	Phone: +61 2 4221 4420 Email: <a href="mailto:tcoyle@uow.edu.au">tcoyle@uow.edu.au</a>
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<b>Mr Stuart Parker</b> – Commercial Research Officer	Phone: +61 2 4221 4983 Email: <a href="mailto:sparker@uow.edu.au">sparker@uow.edu.au</a>
<b>Mr Brett Weeden</b> – Tender Manager	Phone: +61 2 4221 3913 Email: <a href="mailto:bweeden@uow.edu.au">bweeden@uow.edu.au</a>
<b>Ms Gina Portscher</b> – Commercial Research Assistant	Phone: +61 2 4221 4486 Email: <a href="mailto:gina@uow.edu.au">gina@uow.edu.au</a>

CRU's website ([www.uow.edu.au/research/commercial](http://www.uow.edu.au/research/commercial)) provides immediate access to various information, including:

- > a database to search for relevant UOW research expertise;
- > UOW's Commercial Research Guidelines;
- > relevant UOW policies and documents;
- > information on intellectual property; and
- > information on tender processes.

## [www.uow.edu.au/research/commercial](http://www.uow.edu.au/research/commercial)