

Using Student Services @ King's Gate: What you can expect from us and what we expect from you

We want clients to get the maximum benefit from using our services and seek to provide an enjoyable and pleasant environment in which to do so: friendly, safe, secure and relaxed.

This is a general statement explaining what clients can expect from staff working in student service areas and what staff can expect of clients. Its underlying philosophy is that facilities should be used in a manner that is ethical, legal and appropriate to University aims, and not to the detriment of others.

Student Services staff are available to help with your enquiry, and to help you make the best use of the resources and facilities.

Please familiarise yourselves with the Student Charter, the University's rules and regulations for students and the Computer Users' agreement.

You should expect us:

- To treat you in a fair and consistent way
- To deal professionally and sensitively with your query
- To observe confidentiality in dealing with the information you provide
- To ask you for your Smart Card in order to identify you quickly, and help us deal with your query efficiently and effectively
- To deal with your query as quickly as we can
- To respect the timing of your scheduled appointment
- To remind you of impending closure times and to politely ask you to leave at the advertised closing time
- To respond quickly to reports of stolen property within a student service area
- To intervene quickly, as appropriate, to stop any abusive behaviour or harassment
- To act upon any form of complaint you may have and implement procedures as appropriate
- To have designated First Aid staff who will help you if you are ill or have an accident

We are pleased to receive all comments and feedback you might have about the service.

We expect you:

- To treat Student Services staff and fellow users of the facilities with respect and courtesy
- To carry your University Smart Card with you when you visit King's Gate, and show it to staff on request
- To speak quietly and to refrain from loud, abusive, discriminatory, indecent or offensive language or behaviour and verbal or physical harassment
- To respect the needs of other users of the student services, for example, by being considerate in your use of mobile phone, or when listening to music through headsets
- To adhere to our opening and closing times
- To wait your turn patiently at times when the services may be particularly busy
- To arrive for appointments or meetings on time
- To inform the Help Desk if you are not able to attend your appointment or expect to arrive late
- To take care of resources, furniture, property and equipment
- To look after your personal property
- To approach a member of staff immediately if you are feeling ill or have suffered an accident or incident, or observe another in need of this type of assistance
- To respond appropriately to staff instructions in the case of an emergency
- Not to bring your own food and drink into King's Gate

Breaches

If you breach the expectations we have listed here:

- Your behaviour will be discussed with a senior member of staff
- You may be asked to leave the premises
- Your right to use King's Gate may be withdrawn
- In rare situations of a serious nature, the matter may result in disciplinary action being taken