



TIS Customer Feedback Policy



Introduction

Technology and Information Services (TIS) is the support service responsible for managing the IT Infrastructure, the Charles Seale Hayne Library, the Service Desk and Academic Support Services. We value feedback to inform our decisions and develop our services. We are committed to review your feedback to continuously improve service delivery, in line with Plymouth University's policies and procedures.

Feedback definition

We define Feedback as any verbal or written expression of experience related to TIS equipment, services or staff. We welcome all forms of feedback: compliments, suggestions, comments, concerns, complaints, in order to encourage user engagement.

Who can provide Feedback

Everyone using our services.

Our Commitment

We will

- Deal fairly and sensitively with any feedback
- Record and monitor feedback, to enable us to take appropriate action where possible
- Acknowledge formal feedback
- Respond within a stated period of time, if a response is required
- Investigate and consider feedback as fully as possible, within a reasonable timescale
- Take action where appropriate and inform customers of resulting actions/outcomes
- Publish response performance and outcomes regularly

Your responsibility

We expect you to

- Provide feedback promptly
- Provide feedback in a respectful, non-abusive, non-threatening manner
- Provide contact information and full details of the issue if you require a response
- Explain the problem as clearly and as fully as possible, including any action taken to date
- Allow TIS a reasonable time to deal with the matter
- Recognise that some circumstances may be beyond the control of TIS

Confidentiality

In order to ensure we are able to investigate and rectify any issues, we encourage you to provide full contact details. Information will only be disclosed to those who need to see it for the purposes of dealing with your feedback. In accordance with the Data Protection Act 1998, we will not share your personal information with anybody else without your knowledge, unless we are required by law to do so.

This publication is available in alternative format upon request. Please contact:

TIS Service Desk

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