



## Customer Charter

At University of Plymouth, we want you to be able to benefit from the support you need, when you need it.

Enterprise Solutions helps you to navigate your way to the University of Plymouth's internationally renowned research expertise, facilities and business services. It connects you to the right support that meets your organisation's needs.

The University works with hundreds of organisations, both large and small, to find innovative solutions to the challenges they face. This could involve joint research and development projects, access to our innovation centres or science park or accessing student talent or

Through our Customer Charter, the Enterprise Solutions Service Team commit to:

- Acknowledge and respond promptly to all enquiries
- Work with you to understand your requirements
- Explore on your behalf the solutions that potentially match your need
- Proposing a solution from the University's offering
- Stay in touch with you on the progress of your enquiry
- Listen to your feedback and consider comments for further development of our service

Are you happy with the service you have received from the Enterprise Solutions Team? Your feedback is important to us.

If you are unhappy with the service you have received, our team is committed to investigating your concerns and will work to provide you with a satisfactory outcome wherever possible. We welcome your comments on our service and would like to hear from you.

Please call us on 0800 052 5600 or email us at [enterprisesolutions@plymouth.ac.uk](mailto:enterprisesolutions@plymouth.ac.uk)