

IT Services is committed to the continuous improvement of the standard of service it gives to all its customers. If you are not satisfied with any aspect of our provision you have a right to have your complaint dealt with in a quick, efficient and effective manner.

### IT Services are committed to:

- Putting our customers first
- Providing the customer with a quality service
- Continuous improvement of our services
- Good relationships with other departments and working together with them
- Reviewing and evaluating our Customer Care procedure in response to our customers

### You can expect our staff to:


- Treat you with courtesy, respect and consideration at all times
- Identify ourselves by name and our position in the University
- When we communicate with you, listen and respond appropriately
- Conduct our communications with you with efficiency, integrity, fairness and professionalism
- Provide you with relevant, accurate and up-to-date information
- Actively seek your comments on a regular basis in order that we continue to develop and improve our service

### If a problem arises we will:

- Deal with the problems promptly
- Advise you if there will be a delay in providing a solution to the problem
- Advise you of progress in long-term problems
- Advise where and who to contact in the event of any dissatisfaction

Note: In the event of a disruption to network services it will not always be possible to contact each registered user on the system. A designated contact will be informed as to the latest news or developments.

### IT Support - open 24 hours, 365 days a year

Email [it.helpline@northumbria.ac.uk](mailto:it.helpline@northumbria.ac.uk)  
Phone 0191 227 4242  
Chat [northumbria.ac.uk/itchat](http://northumbria.ac.uk/itchat)  
 [twitter.com/NorthumbriaIT](https://twitter.com/NorthumbriaIT)

