

Approved by:	Board of Trustees
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Responsible for implementation:	Executive Leadership Team / Operational Leadership Team
Responsible for interpretation:	Chief Executive, Deputy Chief Executive and Chief Operating Officer - Tooting

City St George's Students' Union Service Level Expectations

Introduction

This Service Level Expectations (SLE) establishes the framework for delivering outstanding services to students, Students' Union staff (staff), Students' Union Officers (officers), City St George's University staff, and our external partners. Our goal is to ensure a seamless experience for all stakeholders.

In alignment with our mission to 'make everyday better' for City St George's Students, this SLE serves as a roadmap for maintaining the highest quality of services while promoting transparency, accountability, and mutual understanding. This paper underlines our dedication to exceeding the diverse needs and aspirations of our members, our incredible staff and officer team, and valued partners both internally and externally.

Our Commitment to Students

- Our Students' Union Welcome Desk and Reception in
 - Clerkenwell is open from 9AM to 6:30PM, Monday through Friday during term time
 - Tooting is open from 9AM to 5PM, Monday through Friday all year round.
 - We will priorities ensuring this remains open and this may include staff and officers from across the Students' Union providing cover due to sick leave or other reasons.
- Students can expect a response time for emails sent to the SU Mailbox in one working day during term time and no more than three working days during non-term time. This difference is due to Welcome Desk only being staffed during term time.
- Students can expect a response within two working days to emails sent to members of staff and officers. During busy periods such as Welcome & Elections, this may be slightly longer, but we will provide clear notifications in out-of-office messages. If a member of staff or an officer is not at work, they will have an out-of-office message directing them to the next most appropriate person to contact.
- Queries on social media should be acknowledged within one working day. Our staff will be monitoring social media from 9 AM to 5 PM, Monday through Friday.
- Students can expect a response time for the Advice Service in two working days. This may be extended during busy periods, such as exams and re-sits and will be made clear to students.

Our Commitment to Students' Union Staff and Officers

- Staff and officers can expect a response to emails from each other within two working days. They are also expected to respond to messages on Slack promptly on the same working day.
- Requests to our Communications team for designs and communication products/projects are usually fulfilled within two weeks. However, this timeline may vary during busy periods or for large projects.
- Requests to our Communications team for social media posts are usually fulfilled within three working days. However, this timeline may vary during busy periods or for large projects.

Our Commitment to City St George's Staff

- City St George's staff can expect a response from staff and officers within two working days.
- City St George's staff can expect a response time for emails sent to the SU Mailbox in one working day during term time and no more than three working days during non-term time.

Our Commitment to External Partners

- External stakeholders can expect a response within three working days from staff and officers.
- External stakeholders can expect a response time for emails sent to the SU Mailbox in one working day during term time and no more than three working days during non-term time.

Feedback and Complaints

- Our complaints policy for students is detailed in our Byelaws (Byelaw 9: Complaints and Disciplinary Procedure).
- Both City St George's Staff and Students' Union Staff and Officers have the option to submit a complaint with the respective service manager or directly with the Chief Executive.

Definitions

Working Day – Includes all days except weekends, bank holidays and university closure days. If a member of staff or an officer is on annual leave, or any other type of leave, only the days they are working count as working days.