



Student Affairs Division Customer Charter

The Student Affairs Division provides a wide range of professional services and supports for UL students and other customers. This is achieved in partnership with UL staff and other stakeholders. The Division, through its multi-disciplinary team, is committed to contributing to a world-class positive student experience.

What you can expect from us:	What we expect from you:
<p>Consistency, Confidentiality</p> <ul style="list-style-type: none"> We will deliver services fairly, reasonably and consistently We will treat all information in confidence except as required in law <p>Dignity, Respect & Equity</p> <ul style="list-style-type: none"> We welcome and respect diversity We will be courteous and will offer equal treatment to all customers <p>Professionalism & Competence</p> <ul style="list-style-type: none"> We will deliver services to a high professional standard and in line with best practice <p>Information & Assistance</p> <ul style="list-style-type: none"> We will respond to queries promptly and efficiently We will provide accurate and up-to-date information We will redirect customers as appropriate 	<p>Your responsibility</p> <ul style="list-style-type: none"> Ensure your query or request is as clear as possible Be courteous and patient with staff Be reasonable with your expectations Observe student handbook guidelines Observe policies and procedures relating to Student Affairs services Respond in a timely manner to information requests or queries from staff <p>You can play your part</p> <ul style="list-style-type: none"> Contact individual services with your comments or suggestions Let us know if services do not reach the standards you expect Provide feedback on our services via questionnaires, surveys and focus groups
<p><i>The Student Affairs Division welcomes all customer feedback as a means of helping us to continually improve our services.</i></p> <p><i>Any formal complaints from registered students, in relation to any aspect of Student Affairs' services, are requested to be submitted according to the <u>UL Student Complaints Procedure</u>.</i></p> <p><i>Any formal complaints in relation to any aspect of Student Affairs' services, from non-student customers, are requested to be submitted directly to the Unit Head of the relevant service. See contact details on https://ulsites.ul.ie/studentaffairs/.</i></p>	

Student Affairs Division Services	
<p>Access Office ☎ 061 213104 ✉ access@ul.ie</p>	<p>Arts Office ☎ 086 8930919 ✉ ularts.office@ul.ie</p>
<p>Community Liaison Office ☎ 061 213739 ✉ gabriella.hanrahan@ul.ie</p>	<p>Chaplaincy ☎ 061 202180 ✉ john.campion@ul.ie</p>
<p>Disability Support Services ☎ 061 213478 ✉ disabilityservices@ul.ie</p>	<p>First Year Support Coordinator ☎ 061 202613 ✉ Deirdre.m.murphy@ul.ie</p>
<p>Mature Student Office ☎ 061 202735 ✉ mso@ul.ie</p>	<p>Student Counselling ☎ 061 202327 ✉ counselling@ul.ie</p>
<p>Student Health Centre ☎ 061 202534 ✉ ria.toland@ul.ie</p>	<p>Office of the Director of Student Affairs ☎ 061 202474 ✉ sa@ul.ie</p>

Information on the full range of services available can be found on the Student Affairs website at: <https://ulsites.ul.ie/studentaffairs/>.