

MISU Service Delivery Principles

As the recognised representatives of the MIC student body, MISU provides a range of services for students to support and assist them during their time in MIC to ensure that they have a positive and fulfilling student experience.

Through the services we provide, we assist students in all aspects of their student experience and commit to delivering a high standard of service to them.

To support us in this as well as ensure that our service delivery is consistent and student-centered, we have identified the following key principles to which all MISU Departments, Staff and elected Officers commit. Underpinning these principles is a commitment that all staff and elected officers will have a good knowledge of the services MISU provides and the systems and procedures in place in both MISU and MIC.

Welcoming Point of Contact

All MISU Departments and spaces will be welcoming, approachable and friendly.

Students will be welcome, their contributions and interactions will be valued and they will feel part of a community.

All MISU offices operate an Open Door Policy.

Student Centered

We will ensure that the student is at the centre of every interaction with MISU and that the service we provide to the student is tailored to meet their needs. This will be underpinned by ensuring that our services are accessible & inclusive.

Although an issue or query may be familiar to us, we will respond as if it is the first time we have heard it.

One Referral

We operate a 'One Referral Rule'. We will give the student the correct information or will refer them to the one person or office who can provide them with the correct information.

We can make that referral on behalf of the student or provide the student with the person's phone number and email address who can provide them with the correct information.

Clear communication

We will be clear and consistent in how we deliver information to the student body.

Our communication will be underpinned by the simplest and clearest language possible and our tone will be appropriate to the type of communication.

We will listen to and ensure that we have a clear understanding of the query.

This will be supported by our Communications Strategy and our Communication protocols and standards.

Timeliness of Responses

When a student contacts us in person or by telephone, we will endeavor to deal with and, where possible, resolve the query without delay.

Where a student contacts us via email, online chat or social media platforms, we will endeavor to respond to the query on the same working day where the query is received before 04:00pm and on the next working day where the query is received after 04:00pm

Carry out our roles with respect & courtesy

All MISU Staff and elected Officers will carry out our roles with respect & courtesy.

Where an error or mistake has occurred on our part, we will admit it and will apologise.

MISU Staff and elected Officers will take ownership of an issue which is raised with them through to resolution or as far the issue can be brought.

Maintain Confidentiality & Adherence to GDPR

Adhering to GDPR will underpin all MISU services and activities.

All MISU Staff and elected Officers will maintain confidentiality. We will not disclose information or information which should reasonably be regarded as being of a confidential or private nature, without the express consent of the student. We will not assume consent has been given where such express consent has not been obtained.

Complaints

Where the need arises for a student to make a complaint, we aim to make this easy for them to do. We listen to their complaints; we treat them seriously; we deal with them in a fair and transparent way, and we respond to them in a timely manner.

The Complaints form can be accessed [here](#)

Feedback

MISU values all feedback from those who engage with us, and we would also like to hear from students about what they think we do well. If they do not have a complaint but would like to give us feedback, we would encourage them to complete our feedback form.

The Feedback form can be accessed [here](#)

Related Documents

Department	Document
All	Communication Protocols and Standards
Representation, Advocacy & Leadership	Minimum Standards for Representation & Leadership Policy for delivering MISU Advocacy & Support Services
Clubs & Societies	Clubs & Socs Service Delivery Principles
Communications & Services	Communications & Services Delivery Principles Information & Services Commercial Services