

Postal Services

University of Birmingham

Customer Service Charter

Our commitment is to provide the University with the most efficient customer focused range of services, supporting its global reach of delivering world-class research and education.

We play an integral role in the University professional services processing up to 10,000 items every working day supporting over 200 buildings across Edgbaston and Selly Oak.

**Our defined service and standards**

* ‘Just in time’ delivery and collections – Not before or after but at the agreed time
* Your items received into our facility by 8am will be delivered the same day by 10am
* Tracked mail and parcels received into our facility before 10am will be delivered by 1pm with a signature captured.
* Our team operate on 99.8% accuracy rate which is continually monitored
* Use of timed sortation tests to assess where additional training is needed. Pass mark standard 95%
* Complaints procedure – Initial response within 2 hours. Investigation within 24 hours
* 95% of all calls are answered within 4 rings
* 100% of our vehicles are Ultra Low Emissions
* Our drivers will act safely, legally and with respect at all times
* Our highly trained team continually assess and adapt to changes across campus

**We will:**

* Deal with you politely, respectfully and communicate without jargon
* Provide clear information and advice about our services
* Provide expertise and solutions to all logistical enquiries
* Ensure our services are accessible and easy to use
* Assess each and every item to ensure it travels the most efficient and cost effective way