



The
University
Of
Sheffield.

Research
Services.

Postgraduate Research Student Care Policy

The University's postgraduate research students are customers of Research Services.

We aim to meet their needs with efficiency, effectiveness, fairness and courtesy.

We aim to meet our customers' needs by:

- Providing a wide range of advice and support services to past, present and future postgraduate research students;
- Listening to the changing needs of postgraduate research students and adapting our service accordingly, wherever possible;
- Maintaining and developing effective links with all areas of the University, the Union of Students, and external organisations and, where appropriate, referring our customers to the relevant area.

We aim to offer a quality service by:

- Providing accurate and appropriate advice and support to our customers.
- Welcoming customer feedback on our service and suggestions for improvement and development.

- Establishing high standards and regularly monitoring our performance.
- Valuing the expertise of colleagues and enabling them to develop their experience and skills.

We aim to be fair and courteous by:

- Treating all our customers justly and with respect and sensitivity, irrespective of race, colour, nationality, ethnic origin, age, gender, sexual orientation, marital or parental status, disability, political or religious belief, or socio-economic class.
- Holding information securely and not releasing it to unauthorised persons.

In return:

- We expect our customers to treat us with courtesy and respect.