

## **Wilfrid Laurier University Students' Union Finance and Administration Customer Service and Satisfaction Policy**

Approving Authority: President and Chief Executive Officer

Original Approval Date:

Date of Most Recent Review/Revision:

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### **1.0 Policy**

**The Wilfrid Laurier University Students' Union Finance and Administration Department** recognizes the rights of members/customers to offer suggestions, make a complaint, or compliment us on the way we provide goods or services. We have established processes to compile all feedback. These processes respect the privacy wishes of the student and to conform to all appropriate legislation.

Furthermore, the Finance and Administration Department is committed to the following:

- We will communicate with our customers/volunteers in a courteous and professional manner
- We will listen effectively to our customers/volunteers feedback and concerns
- If we cannot assist a particular customer we will direct them to the appropriate staff for assistance
- We will hold ourselves and each other accountable for our service commitment
- We will keep our stakeholders/customers a high priority in everything that we do
- We will devote our time to creating a safe, diverse, and inclusive space (digital and analog)

If you have any questions, please feel free to contact any of the following: the Vice President of Finance and Administration, the Associate Vice President of Finance and Administration, or the general feedback email. All of these contacts can be found below in the "Procedures" section.

### **2.0 Purpose**

The Finance and Administration Department has created its' own Customer Service Policy to support the overarching Corporate Policy of the Student Union. These two policies will be used in conjunction with one another.

### **3.0 Jurisdiction / Scope**

This policy applies to all Students' Union paid and unpaid staff, as well as those employed by the Wilfrid Laurier University Students' Union and those who interact with any member of the Students' Union.

#### **4.0 Objectives**

The objectives of this policy are to:

- Outline the communication and feedback process for the Finance and Administration Department

If you have any questions, please feel free to contact any of the following: the Vice President of Finance and Administration, the Associate Vice President of Finance and Administration, or the general feedback email. All of these contacts can be found below in the “Procedures” section.

#### **5.0 Service Guidelines:**

- In order to best serve our students, all interactions with our customers (digital or analog) are beholden to the same service guidelines that can be found in the Corporate Policy.

#### **6.0 PROCEDURES**

##### Communicating with the Department

In accordance with Ontario legislation, people with disabilities have the right to use different methods of communication as needed. In order to make our feedback and communication process accessible to all, the Students' Union Finance and Administration Department will accept complaints, suggestions, concerns, and/or compliments in a variety of formats.

Members are invited to provide their feedback and concerns for the following areas that make up the Finance and Administration Department:

- Finance
- Human Resources
- IT
- UDesk: (See UDesk customer service policy)
- Health and Dental
- Administration
- Facilities
- Hiring and Recruitment Committee

Members are invited to communicate 1 on 1 with the department by contacting the Vice President of Finance and Administration or the Associate Vice President of Finance and Administration in person, by telephone, in writing (digital or analog), or by email. Alternatively, members can contact our general feedback email.

Vice President of Finance and Administration

[suvpfa@wlu.ca](mailto:suvpfa@wlu.ca)

519-884-0710 x2083



Associate Vice President of Finance and Administration

[suavpfa@wlu.ca](mailto:suavpfa@wlu.ca)

519-756-8228 x5827

Or: [sufeedback@wlu.ca](mailto:sufeedback@wlu.ca)

The Vice President of Finance and Administration will endeavor to coordinate with the proper individual within the Finance and Administration Department to ensure the feedback/concerns are directed to the most appropriate person. Our response to you will be a coordinated effort between the (A)VP Finance and Administration and the most appropriate staff member(s).

In order to help the Finance and Administration Department fully address all feedback received, where possible, the following information should be included in all correspondence:

1. Time and date
2. Description of complaint, suggestion or compliment
3. Additional Comments
4. Contact information (should the person wish to be contacted)

## **7.0 Responding to Feedback**

Feedback is welcomed as it may identify areas that require change, as well as encourage continuous service improvements.

A record will be maintained of the feedback received; outlining the details, follow-up and actions to be taken. If the customer wishes to be contacted about their concern, the Students' Union will respond within 1-2 business days either in writing, in person, by e-mail or by telephone acknowledging the receipt of feedback and outlining the action(s) to be taken. An exception to this time guideline is during peak times for the department. Hiring seasons are the last week in September and the first week in October, as well as the months of March and April.

The Finance and Administration Department focuses on Key Performance Indicators from events in order to find the most efficient, productive way to serve its membership.

If seeking feedback or would like to meet with a representative of the Finance and Administration Department, please feel free to contact any of the following:

Vice President of Finance and Administration

[suvpfa@wlu.ca](mailto:suvpfa@wlu.ca)

519-884-0710 x2083



Associate Vice President of Finance and Administration

[suavpfa@wlu.ca](mailto:suavpfa@wlu.ca)

519-756-8228 x5827

Our general feedback email address can also be contacted:

[sufeedback@wlu.ca](mailto:sufeedback@wlu.ca)

Anything discussed with any of these people will be kept confidential.

### **8.0 Accessible Customer Service**

Please refer to the Corporate Customer Service Policy for a complete description of Accessible Customer Service. The link to the Corporate Policy can be found at the top of this document.