

Estates Department Service Level Statement

5.0 Sections, services and KPI's

5.1 Estates Customer Services

The Estates Department's Customer Services Centre is the key contact point for all enquiries, is open Monday – Friday, 8.00am – 5.00pm (excluding Bank Holidays), and is located in the main Estates building. In the case of emergencies out of hours, the person reporting the issue should contact Campus Security on 01227 823300.

5.1.1 Estates Customer Services can be contacted via telephone, email or intranet. Calls will be logged and defects or planned works will be logged on the CAFM (Computer Aided Facilities Management) database.

5.1.2 There is a robust Complaints Procedure for customers to use if they believe we have not properly fulfilled our SLS. Comments on the service provided are welcomed and all stakeholders are encouraged to provide honest feedback so that we can continue to improve the services that we provide.

5.1.3 Departmental KPIs where performance against our service is measured:

Section	KPI	Method of Measurement	Source	Frequency of Measurement	Target Measure
Customer Services	% Calls Handled	Calls Answered v Total Calls	Mitel	Monthly	97%
Customer Services	% Complaints Handled within SLA	Date of Complaint v Date of Resolution	Excel	Monthly	98%