

## Office of the Vice President Research Customer Charter

The Office of the Vice President Research is committed to facilitating the growth of excellent, impactful and innovative research and knowledge transfer activities at the University of Limerick. Our staff subscribe to the principle of quality management and customer-focused service delivery.

### Our Customers

Our customers are academic and research staff.

### Our Services

Research leadership and governance, strategic planning, research funding (pre-award and post-award), rankings submission preparation, research policy development, training, stakeholder engagement.

### Customer Engagement

1. We will provide a customer-focused service by dealing with enquiries in a professional, consistent and timely manner.
2. We will ensure ease of access for our customers to engage with us during our office hours.
3. We will operate a process of continual improvement across our services and systems.
4. We welcome your feedback and will actively engage with you and work to resolve issues in a timely manner.

### What we can do for you

1. Provide advice, support, information and training relating to our services.
2. Disseminate information on funding opportunities and provide advice and support relating to funding applications.
3. Engage with national and international agencies and bodies which relate to our services to gain insights to policy development and governance, be informed on innovations and best practice and build strong relationships which will support our mission.
4. Provide networking and information-sharing opportunities for researchers, staff.
5. Provide institutional approval for funding applications.
6. Provide research performance data to senior management to inform strategic planning.
7. Prepare UL submissions to international rankings agencies.

### Help us to help you

1. Provide us with accurate, complete, timely and honest information relevant to your query or in response to our request.
2. Engage with us early to obtain advice and support relating to our services.
3. Inform us on the decisions you make regarding outcomes which relate to our services.
4. Use our website to look up our services, processes and policy documentation.
5. Familiarise yourself with regulations, processes and policies which relate to your queries and contact us if you have any questions.
6. Engage positively with us as we work to provide you with the best advice and service suitable to your needs.

**Your feedback is important to us.** We welcome your comments on our service. Please call us on **061-202686** or email us at [research@ul.ie](mailto:research@ul.ie) [www.ul.ie/research](http://www.ul.ie/research) @UL\_Research