**Human Resources Division**

**Customer Charter**

The HR Division is committed to supporting the University’s mission, as defined in the [UL@50 Strategic Plan 2019-2024](https://www.ul.ie/UL_Strategic_Plan_2019-2024_Web.pdf), through the provision of a strong customer-focussed service to the University, its staff and the public.

Key to this commitment is the continual improvement of HR services, delivered under the following sections:

* Recruitment & Selection;
* Compensation & Benefits;
* Pensions & Superannuation;
* Research;
* Learning and Development;
* Employee Relations;
* Health & Safety.

**Customer Relationship:**

The HR Division operates an ‘Open Door Policy’ for face-to-face queries. Meetings may also be arranged if required. Customers contacting HR can expect:

* Enquiries via phone, email, post and in person to be dealt with in a prompt, courteous and professional manner;
* An efficient, consistent and confidential service to all our customers;
* A high standard of support, information and advice compliant with the University’s policies and procedures, best practice, and legislative requirements;
* The development and maintenance of a positive working environment, which promotes equality, values diversity and respects the rights and dignity of all.

**HR Customer Feedback:**

The Human Resources Division is ISO 9001: 2015 Quality certified and as part of our quality management system and commitment to continuous improvement, we would be delighted to hear your feedback. If you have concerns, complaints or comments in relation to the services provided by the HR Division please let us know by contacting a member of the HR team.

If you have received exceptional services from the HR Division, and/or if you have any suggestions on how we can improve our service, then we would also invite you to contact us. All feedback received will be directed to the appropriate person in HR for action and a prompt response will be issued thereafter.

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Bobby O’Connor

Director Human Resources & Communications