

UL Global Customer Charter

The UL Global team at the University of Limerick is committed to maintaining and improving the delivery of the highest customer-service standards. We have a wide variety of customers including students and staff (domestic and international), partner universities, UL faculties and services, national bodies, local, national and international service providers. The student-body is a core customer of UL Global, who, facilitate the inbound and outbound mobility of students wishing to participate in our Erasmus+, Exchange, Study Abroad or Summer School Programmes, Postgraduate and Undergraduate programmes.

Our Commitments to our Customers

- Provide an International experience that is of a consistently high standard and in line with best practice
- Ensure that all enquiries are handled with efficiency and minimum delay
- Provide equality of treatment for all, regardless of gender, age, race, ethnicity, disability, sexual orientation, religion or belief in line with Equal Status Acts
- Respect the right to confidentiality at all times and protect all personal information in line with Data Protection Acts

Feedback and Complaints

We place a high value on customer service and are committed to continuous improvement. All feedback is welcome. If a customer is unhappy with the quality of service they receive, a complaint should be taken up directly with the relevant staff member/manager (<https://www.ul.ie/international/customer-feedback>). If it is not possible to resolve the matter immediately, a response will go to the complainant within 7 working days. All complaints will be handled in confidence.

Contact Us

UL Global, University of Limerick, Limerick, V94 T9PX, Ireland

Email international@ul.ie

Feedback: <https://www.ul.ie/international/customer-feedback>

Remote Working Arrangements during Covid-19 Pandemic

In line with Government direction, UL Global remains fully operational during the pandemic through remote working arrangements. In-person service is not currently possible. However, we have alternative arrangements in place to meet the requirements of our customers.

- We have updated our website to include a UL Global Hub of information <https://www.ul.ie/international/ul-global-hub>
- Letters will be emailed to you as personal collection is not possible.

<i>What we will do for you</i>	<i>What you can do for us</i>
Telephone Service	
<ul style="list-style-type: none"> • Telephone will be answered promptly during office hours from 9am to 1pm and 2pm to 5.15pm. • If an immediate response cannot be provided, the customers contact details are taken and a return call offered as soon as possible • In the event of an emergency, the first point of call should be the University Emergency number +353-61-213333 or the national emergency services 112 or 999 	<ul style="list-style-type: none"> • Call during office hours • Have details of your query to hand • Give adequate notice for requests
Email Enquiries	
<ul style="list-style-type: none"> • We will respond to your email within three working days 	<ul style="list-style-type: none"> • Ensure your request is as clear as possible • Provide requested additional information promptly
Letter Requests	
<ul style="list-style-type: none"> • Letter requests will be complete by 4pm five working days after request is received • During remote working, letters will be emailed to the UL email address for current students or to the email address provided during your application to UL 	<ul style="list-style-type: none"> • Ensure letter requests are in by 4pm five working days in advance • Make your request as clear as possible

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