

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, Education Agents, High School Counsellors, 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+ and Non-EU Exchange, Study Abroad and Summer School Programmes, Research, Taught 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/global/quality-and-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: ulglobal@ul.ie

Feedback: <https://www.ul.ie/global/quality-and-feedback>

The electronic version of this document is the latest version. It is the responsibility of the individual to ensure that any paper material is the current version. Printed material is uncontrolled documentation.

<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 5.00pm • If an immediate response cannot be provided, the customer’s 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
• In-Person Service	
<ul style="list-style-type: none"> • An international office reception desk operates Monday to Friday from 09.30 to 12.30. • We aim to facilitate all queries with accurate, clear and concise information • We aim to provide an environment where customers feel comfortable to ask further queries or seek clarity on information provided 	<ul style="list-style-type: none"> • Call during office hours • Bring your student ID or documentation • Be punctual and prompt to appointments • Be courteous, polite and patient
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"> • Once registered at the University of Limerick, students can generate their own letters through the Student Portal. • The Taught Confirmation of Registration and Attendance letter can and should be used for the following purposes: <ul style="list-style-type: none"> → Immigration Registration. → Immigration Renewal. → Bank of Ireland (BOI) - Account opening. → Allied Irish Bank (AIB) - Account opening. → KBC Bank Ireland – Account opening. → Personal Public Service (PPS) number application. • The Awaiting Graduation letter can be used to apply for the Third Level Graduate Programme. 	<ul style="list-style-type: none"> • Make sure you have successfully completed module registration before attempting to generate the Taught Confirmation of Registration and Attendance letter from your Student Portal. • If you are experiencing issues, please contact us for assistance. Please include your full name, your ID number, and screenshots (if applicable).