

### Our Mission

We provide high quality, proactive, responsive and innovative services to all our clients; working with our students to enable them to achieve their full potential whilst contributing to the achievement of the University vision.

### Commitment

We place a high value on Customer Service and are committed to providing an excellent level of service. This charter sets out the standard of service you can expect from the International Office division.

### Core Values & attributes

Which underpin our mission:

- **Customer Focused**
- **Respect**
- **Commitment**
- **Quality**
- **Personal Responsibility**
- **Equality & Diversity**
- **Professionalism**
- **Collaboration**

### Communication

- We will ensure that all queries are answered to the highest standard in a clear, timely and accurate manner
- All calls will be answered promptly & voicemail messages will be returned as soon as possible
- We will endeavour to respond to all emails within 24 hours
- If immediate responses cannot be provided, we will ensure customers will be informed of the next steps or provided with alternative information
- We will use auto responses to advise our customers when staff are out of the office and who to contact
- We will respond with clarity, in a professional, polite and friendly manner
- We will treat visitors with respect and courtesy
- We will endeavour to accommodate all visitors who do not have an appointment
- We will ensure customers receive the information they need and that this has been fully understood
- We will ensure that we provide an environment for customers where they feel comfortable to ask further queries or clarify the information provided.

### Feedback

- We welcome feedback and encourage customers to use our feedback form
- We will use feedback to review and improve our services and expectations
- We will respond to all feedback within 24 hours, where possible
- We will respond appropriately to all complaints and handle these in a fair, transparent and professional manner.

### Help Us to Help You

- Expect high standards – tell us if you think we can do better!
- Feedback – we welcome all comments and questions
- Please provide all relevant details e.g. name, contact details, application number (if applicable) so that we can respond efficiently to your query.

### Contact Us

Email: International Students: [international@cardiff.ac.uk](mailto:international@cardiff.ac.uk)  
Educational Advisors: [agents@cardiff.ac.uk](mailto:agents@cardiff.ac.uk)

Phone: International Office: +44 2920 874432

Fax: International Office: +44 2920 874622

Skype: cardiffuni\_international

Post: International Office, Cardiff University, Friary House,  
Greyfriars Road, Cardiff CF10 3AE

Join us on: [Facebook](#), [Instagram](#), [Twitter](#) and [Weibo](#)

Feedback Form:

[www.cardiff.ac.uk/for/prospective/international/contact.html](http://www.cardiff.ac.uk/for/prospective/international/contact.html)