

CUSTOMER
SERVICE
EXCELLENCE[®]



This is to certify that

University of Huddersfield: Computing and Library Services

Queensgate
Huddersfield
West Yorkshire
HD1 3DH

meets the criteria of

Customer Service Excellence

in accordance with the requirements of the Cabinet Office's Customer Service Excellence Standard

Certificate Number
16/5057

Initial Recognition Date
10th April 2017

Expiry Date
10th April 2026

Issue Date
20th March 2023

Revision
00

Signed

on behalf of Centre for Assessment Limited

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SERVICE
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University of Huddersfield: Computing and Library Services

Queensgate
Huddersfield
West Yorkshire
HD1 3DH

has been awarded

Compliance Plus for Customer Service Excellence

in the following areas:

- 2.1.1 There is corporate commitment to putting the customer at the heart of service delivery and leaders in our organisation actively support this and advocate for customers.
- 3.2.1 We provide our customers with the information they need in ways which meet their needs and preferences, using a variety of appropriate channels.
- 3.4.1 We have made arrangements with other providers and partners to offer and supply co-ordinated services, and these arrangements have demonstrable benefits for our customers.
- 4.2.3 We can demonstrate that we benchmark our performance against that of similar or complementary organisations and have used that information to improve our service.

Certificate Number
16/5057

Date Achieved
20th March 2023

Issue Date
20th March 2023

Signed

Project Number
22/0611

Expiry Date
20th March 2024

Revision
00

on behalf of
Centre for Assessment Limited

This certificate remains the property of the Centre for Assessment and may be withdrawn without notice and is valid based on the above named organisation ensuring continued commitment to compliance against the harmonised standards as defined and or associated.

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