The Academic Office Charter

Our Purpose:

The Academic Office is committed to the professional and seamless delivery of the three critical University functions:

- Examinations
- Graduation
- Timetabling & Room Bookings

We are committed to:

- Providing an excellent service across the range of functions for which we are responsible.
- Providing the right information, to the right people, in the right format, at the right time.
- Meeting the needs of our staff and students within appropriate policies and procedures.
- Upholding the University regulations consistently and fairly.
- Providing appropriate spaces for teaching, learning, research and business critical activities.
- Listening to your comments and responding to your concerns.
- Continuously making improvements to our services.

When visiting or contacting us you can expect:

- That we will provide timely and prompt responses to enquiries.
- That our reception to be open and staffed Monday to Thursday 8.45 – 16.45 and Friday, 8.45 – 16.15.
- That we will be contactable and accessible during office hours.
- That we will be professional, courteous and friendly, treating you fairly and respectfully in accordance with our University values.

In return we ask that you:

- Treat us and our work with courtesy and respect.
- Provide the Academic Office with information which they request.
- Respect the deadlines that The Academic Office use to manage their work within the academic cycle.
- Read and act on information provided by us.
- Read and abide by the University regulations relating to examinations, graduation and timetabling.
- Provide constructive feedback on all aspects of the service we provide to help us fully understand your needs and improve our services.

What is your view?

- Let us know how we are doing. We are keen to hear your views. Please write to the Head of the Academic Office, Belinda Platt on belinda.platt@brookes.ac.uk.
- Visit us at https://www.brookes.ac.uk/asa/academic-office/