



Ollscoil  
Teicneolaíochta  
an Atlantaigh

Atlantic  
Technological  
University

# **Quality of Service Charter**

## **Version 1.0**

### Revision History:

Version Number/Revision Number	1.0
Date of this revision:	23 June 2025
Date of next review:	23 June 2026
Revision Date	23 June 2025
Summary of Changes	New ATU Policy
Changes Marked	N/A

### Consultation History:

Number/ Revision Number	1.0
Consultation Date	14 April 2025 to 3 June 2025
Names of Parties in Consultation	Relevant Staff Unions, University Planning Team (UPT), VP for Academic Affairs and Registrar, Academic Quality and Enhancement Team (AQAET).
Summary of Changes	New Policy

### Approval:

This document requires the following approvals:

Version:	1.0
Approved By:	Governing Body
Date:	DD MONTH YEAR
Approved By:	University Planning Team
Date:	26 May 2025

### Quality Assurance:

Date Approved	23 June 2025
Date Policy to take effect:	23 June 2025
Date Policy to be reviewed:	23 June 2026
Written by:	Corporate Governance Team
Approved by:	Governing Body, UPT
Approving Authority	Governing Body
Head of Function responsible	VP for Finance and Corporate Services (Secretary to the Governing Body)
Reference Documents:	Interim Code of Governance Legacy Institutions Quality of Service Charters

### Document Location:

Website – Policies and Procedures	Yes
Website – Staff Hub	Yes
Website – Student Hub	Yes
Other:	No

This Policy was approved by the Approving Authority on **23 June 2025**. It shall be reviewed and, as necessary, amended by the University annually or at such at time as is deemed necessary or if there has been a material change to any legislation or national guidelines informing this policy area.. All amendments shall be recorded on the revision history section above.

Note: Prior to publication and dissemination of policies and procedures, documents must be reviewed for accessibility as part the University's commitment to Equality, Diversity, and Inclusion (EDI). Further advice on accessibility can be obtained from the EDI Team.

## 1. Purpose

The purpose of this Quality of Service Charter is to set out the nature and quality of service which our stakeholders can expect to receive from Atlantic Technological University (ATU / the University). The term 'stakeholders' refers to all those we deal with including, but not limited to, students, alumni, staff, career guidance teachers, industry, professional bodies, research funders, local communities, the general public, local authorities, regional assemblies and government agencies and departments. This Charter is based on the Twelve Principles of Quality Customer Service for Customers and Clients of the Public Service.

## 2. Quality Service Standards

We are committed to providing:

- Education and services in accordance with the legislative requirements established in the relevant acts such as the Technological Universities Act 2018 as amended by the Higher Education Act 2022, the Qualifications and Quality Assurance (QQI) Act 2012 as amended in 2019.
- The principles of quality assurance and enhancement of academic activities set down by the relevant State quality assurance agencies (specifically, QQI Ireland).

The Student Code Policy AQAE006 describes rights and responsibilities relating to both academic and non-academic activity whilst a member of the ATU student community and is underpinned by three principles: Fair Treatment; Honesty and Transparency; Personal Responsibility. The Student Code AQAE006 is available on our website: [Student Code](#).

## 3. Equality, Diversity and Inclusion

ATU is committed to creating conditions whereby students, staff and all others associated with the university are treated equitably and inclusively regardless of age, gender, disability, sexual orientation, race, ethnic origin, membership of the Traveller or Roma communities, religious beliefs, civil partnership status or family status, including where these characteristics intersect. ATU is also committed to maintaining an environment of dignity and respect where all students and staff can develop to their full potential.

## **4. Physical Access**

We will endeavour to ensure that all our buildings are fully accessible. We will ensure that our physical environment is well maintained and that it complies with occupational and safety standards.

## **5. Information**

We will provide clear, accurate and up-to-date information about our services in our published resources including our website and prospectus, on our campuses and in our written and telephone interactions with our stakeholders. We will strive to simplify regulations, forms, procedures and publications. We aim to ensure that information provided by the University is provided in accessible formats for those with disabilities.

## **6. Timeliness and Courtesy**

We will engage with stakeholders with courtesy, sensitivity and the minimum delay. Everyone will be dealt with fairly and we will respect your privacy. We will provide named points of contact in all communication to ensure ease of access to relevant staff members.

## **7. Complaints**

We constantly strive to improve our services to fulfil the needs of our stakeholders. We will deal with any complaints promptly in a professional and fair manner, keeping you up to date on progress. We will investigate your complaint and respond to you, correcting any mistakes and providing an explanation and/ or apology, where appropriate. The Student Complaints Policy AQAE035 is available on our website [Student Complaints Policy](#).

## **8. Appeals**

A student dissatisfied with the outcome of a complaint, may use the appeal mechanism set out in the Student Complaints Policy AQAE035. Should a student still not be satisfied having followed this policy, the matter may be referred to the Ombudsman.

If you are not satisfied with the outcome or handling of a non-student complaint, you may raise your concerns by writing to the Secretary / VP Corporate Services who will implement a review process informing you of the timeframe to complete. If you are not satisfied with this second reply, you can refer your complaint (and our replies) to the Office of the Ombudsman for consideration: [Ombudsman.ie - Office of the Ombudsman](https://ombudsman.ie).

## **9. Consultation and Evaluation**

We value your opinion and feedback – it helps us to make improvements to our services. We formally consult stakeholders to inform the development and review of our programmes, and as part of the review processes for academic units, functions and the institutional review process. We encourage staff to gather feedback on the quality of service provided and means for improvement. This feedback is used to inform routine improvements or considered as part of quality reviews.

## **10. Choice**

We will provide you with choice, where feasible, in relation to service delivery, payment methods, location of contact points, opening hours and delivery times. We will continue to expand our use of technology to facilitate ease of access and alternative modes of service delivery.

## **11. Official Languages Equality**

We will provide our services to our stakeholders through Irish or English in accordance with our language policy.

## **12. Better Co-ordination**

Academic departments and support services within the University will work closely with each other to provide a coordinated and integrated approach to the delivery of our services.

## **13. Ethical practice**

The University will ensure that it operates within an ethical framework and supports the principles of academic freedom and academic integrity.

## **14. Sustainability**

The University is committed to implementing sustainable practices and policies within all campus activities.

## **15. Internal Customer**

We recognise our staff as key internal stakeholders and are committed to consult with and support our staff regarding service delivery issues. Our staff play a key role in determining priorities for improving our services.

**Contact Information - [Campuses - Atlantic Technological University](#)**