



THE LONDON SCHOOL
OF ECONOMICS AND
POLITICAL SCIENCE ■

FICC

CUSTOMER CHARTER



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Introduction to Fees, Income and Credit Control

Aim:

Our core aim is to enrich the student and customer experience by adopting a principled centred approach to debt management, income collection and reconciliation.

Customer service, quality and a clear commitment to our customers and stakeholders are our underlying principles.

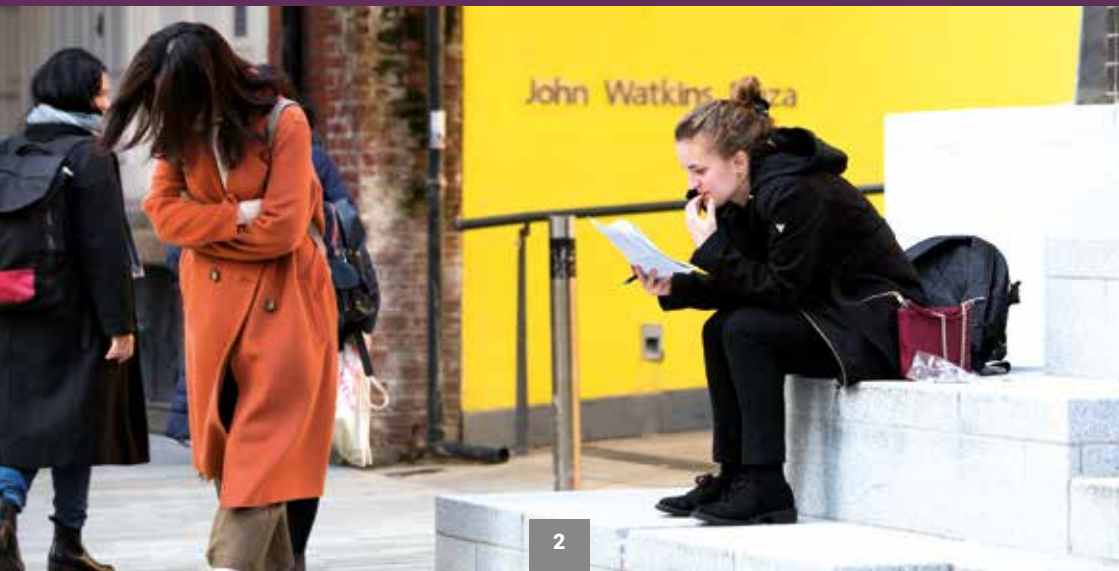
Mission Statement:

We seek to provide a best in class customer experience by managing financial services for students and customers, combined with collecting income to maintain a healthy financial position for the School.

Vision

To deliver a plethora of financial services in an environment that supports learning, extend our engagement with the immediate and wider LSE communities by marketing our services and skills.

Continue to review and expand our current services by offering technology that improves the student and customer experience whilst also ensuring that the LSE remains on a sound financial base.





Section 1: Commitments to our stakeholders

We will:

Respect: Treat all customers with courtesy and respect in all interactions and across all mediums of communication.

Feedback: Enable customers to provide feedback simply, through customer surveys and online feedback forms. We will provide email links to our feedback questionnaire on all documentation issued from the team.

Impartiality: Undertake all aspects of our service to you fairly and impartially.

Transparency: Act openly and transparently in our application of policies and procedures.

Communication: Always provide clear, intelligible and customer-friendly policies and responses to your enquiries. We will also be clear on what our role is and what we can and cannot do.

Improvement: Aim to meet and where possible exceed service level commitments, listen to the feedback you provide and improve our services.

Professionalism: Always act professionally towards all customers.

Signpost: Direct you to the appropriate service or team if we cannot assist you.

What we need from you:

For us to meet our commitments, we require you to:

- Always treat all staff with courtesy and respect.
- Provide truthful and accurate information promptly.
- Engage with our Policies and Procedures.





Section 2: Contacting us

Contacting us by telephone:

- We will operate a telephone call service during core hours **0930- 1630** Monday to Friday, if the service hours are amended, we will advertise the altered times on our Contact Us webpage. [**lse.ac.uk/ficc**](https://lse.ac.uk/ficc)
- When answering the telephone, staff will clearly state their first name and section.
- Aim to answer your enquiry whilst on the call, if we cannot answer your enquiry immediately, we will create a ticket and provide you with a ticket/reference number.
- If we are required to return a call, the staff member will clearly state their first name, section, case number and reason for calling.
- If we are unable to reach you, we will send you a response via our helpdesk.

- Calls are recorded and will be audited regularly for training and quality purposes.

Email, queries submitted via helpdesk and Student Finance Hub:

We aim to

- Respond to all email/tickets within **1-2 business days ***
- Fully answer your query and close the ticket within **3-5 business days.***

We will

- Maintain confidentiality of data and ensure GDPR framework is adhered to.

Note: If a customer has not responded to a request from our team within **14 business days**, we will close the ticket. If the ticket is closed for this reason, we will contact and advise you.

*Excluding Saturdays, Sundays and any days when the School is officially closed.





Section 3: Escalated enquiries and Complaints

Escalated enquiry:

There are two types of escalation:

- 1 Type 1:** A customer may request that their case is escalated if they feel the response that they have received is inadequate or incomplete.
- 2 Type 2:** Fees, Income and Credit Control staff may escalate a case internally to a line manager for review and advice before responding to an enquiry, customers will be advised in this scenario.

If you would like your case to be escalated we ask that you:

- Outline the reasons including dates, case number(s) and the member(s) of staff who have handled your case.
- Submit the request to fees@lse.ac.uk quoting **Escalated enquiry** in the subject line.

We will

- Advise you that your case has been escalated and provide the name of the manager who will be handling your case.
- Respond to an escalated case or email within **3-5 business days**, if the escalation is deemed urgent, we will respond within **1-2 business days**.

Complaints

Commercial customers and staff

The complaints process is composed of three stages:

Stage 1 Early Resolution: This stage is aimed at addressing straightforward concerns quickly and locally rather than escalating them into formal complaints.

Stage 2: Informal Complaint: This stage is aimed at customers who are not satisfied with the outcome of the early resolution or if the case is more complex and therefore requires a more thorough investigation, in such instances a formal complaint can be pursued. Formal Complaints are handled by the Head of Fees, Income and Credit Control or in his absence the Deputy Head of Fees, Income and Credit Control.

Stage 3 Review: This is the third and final stage and is a mechanism for customers to request a review by the CFO. If you are dissatisfied with the response to your formal complaint, you can submit a review to the Chief Financial Officer. This request must be submitted within **14 working days** of receipt of the decision from the Head or Deputy Head of Fees, Income and Credit Control.

If you wish to submit a complaint we ask that you:

- Outline the reasons for your grievance, including dates, case number(s) and the member(s) of staff who have handled your case.
- Submit the complaint to fees@lse.ac.uk quoting **Informal complaint** in the subject line.

We will

- Respond to a complaint within **1-2 business days** and fully investigate and send a formal response within **10-14 business days**.
- If you not satisfied with our response, you could request that your complaint is escalated to the Head of Fees, Income and Credit Control. We ask that you clearly outline the reasons for your grievance and request for review. The Head of FICC will respond to your request within **7-10 business days**.



- If you are not satisfied with the response from the Head of Fees, Income and Credit Control you can submit a **formal complaint** to the Chief Financial Officer. We ask that you clearly outline the reasons for your formal complaint. The CFO will respond to your request within **21 business days**.

Students

Students can submit a formal complaint via the **Student Complaints Procedure**, however we recommend that you consider submitting an informal complaint to Fees, Income and Credit Control, who may be able to offer an early and swift resolution to your complaint.

Stage 1 Informal complaint: This stage is aimed at addressing straightforward grievances quickly and locally rather than escalating them into formal complaints.

Stage 2: Formal complaint: This stage is aimed at students who are not satisfied with the outcome of Stage 1, feel that it has been handled unfairly or if the case is more complex and therefore requires a more thorough investigation, in such instances a formal complaint can be pursued via the **School's Complaints Procedure***.

For stage 1 We ask that you:

- 1 Outline the reasons for your grievance, including dates, case number(s) and member(s) of staff who have handled your case.
- 2 Submit the informal complaint to **fees@lse.ac.uk** quoting **Informal Student Complaint** in the subject line.

We will

- Respond to an informal complaint within **1-2 business days** and fully investigate and send a formal response within **10-14 business days**.

* The School's Students Complaints Procedure is outside of the scope of this Charter .





Section 4: Feedback about our service

If at any time you feel we are not meeting our commitments to you, please contact us by emailing fees@lse.ac.uk quoting **Customer**

Charter Grievance in the subject line of your email. Your email will be allocated to a Manager for investigation.

Section 5: Appendices

Appendix 1

Service level response times*	1-2 Days	3-5 Days	10-14 Days
Response to email, ticket submitted by Helpdesk or Finance Hub enquiry	X		
Fully answer query and closure of ticket		X	
Initial response to commercial customer complaint	X		
Formal response to commercial customer complaint			X
Initial response to student informal complaint	X		
Formal response to student informal complaint			X

* We aim to respond within the timelines illustrated in appendix, however we reserve the right to modify the response times during peak periods.



Appendix 2

Processing times: **	1-2 Days	3-5 Days	7-10 days	10-14 Days
Federal Loans Originations				X
Canadian Loan enrolment verifications			X	
Private loan verifications where applicable			X	
Journal review and posting		X		
Fee remission applications			X	
Process refund requests Card and Wire, BACS			X	
Commercial new debtors' setup	X			
Sponsor funding changes		X		
Payment Plan updates		X		
Sponsorship invoices transmission	X			
Commercial Sales Invoice authorisations	X			
Commercial Credit Note Authorisation	X			
Generate Student fee Invoices (After enrolment)			X	
Post payment receipts to accounts		X		
Transmit invoices, credit notes to commercial customers.	X			
Online Store Product setup		X		

** We aim to process within the timelines illustrated above, however we reserve the right to modify the processing times during peak periods.



lse.ac.uk/ficc

Fees, Income and Credit Control
The London School of Economics
and Political Science
Houghton Street
London WC2A 2AE

E: **fees@lse.ac.uk**

T: +44 (0)20 7107 5555

**This information can be made available
in alternative formats, on request.**

Please contact fees@lse.ac.uk

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Please note: a number of photographs in this document were taken before UK social-distancing guidance was in place.
LSE takes every step to ensure the safety of all students and staff.