

# CHARTER OF THE **MaCI** RECEPTION OFFICE



## ANSWERING YOU

We give clear answers to your requests in reasonable deadlines.



### EMAIL

We answer your emails in reasonable deadlines and we forward them to the relevant services if needed.

[maci-accueil@univ-grenoble-alpes.fr](mailto:maci-accueil@univ-grenoble-alpes.fr)

## INFORMING YOU, GUIDING YOU

We give you the relevant information to help you with your procedures. We direct you to the relevant services.



### OVER THE PHONE

☎ 33 (0)44 57 04 14 00

🕒 **MONDAY ▶ FRIDAY**  
8:30 am-12:00 | 1:00pm -4:30pm

## WELCOMING YOU

We welcome you with courtesy and look after your comfort. We provide easy access to the buildings to people with disabilities and we adapt our services.



### RECEPTION CONDITIONS

We ease your arrival with several tools:



A CLEAR AND EFFICIENT SIGNAGE



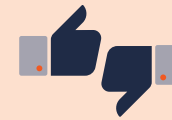
BROCHURES, MAPS AND FLYERS



OUR SERVICES AND BUILDINGS ARE ACCESSIBLE TO PEOPLE WITH DISABILITIES

## TAKING YOUR ADVICE TO PROGRESS

Your opinion matters and we will take it into account to improve our services.



### GIVE YOUR OPINION

We regularly carry out surveys and polls to measure your expectations and your satisfaction.

We inform you of the results of these evaluations and of the actions taken to progress in our commitment to quality.



### BY EMAIL

[amelioration-continue@univ-grenoble-alpes.fr](mailto:amelioration-continue@univ-grenoble-alpes.fr)

### WITH THE COMPLAINT FORM



«LEO» APP



INTRANET



INTERNET

## UGA IS COMMITTED TO ITS RECEPTION AGENTS



### MONITORING AND TRAINING



TRAINING THE AGENTS WHO WELCOME THE PUBLIC



PROVIDING THE AGENTS WITH THE TOOLS THEY NEED TO BEST WELCOME THE PUBLIC



EVALUATING OUR PRACTICES AND INVOLVING OUR AGENTS BY VALUING THEIR EXPERIENCE AND FEEDBACKS.



### IN OUR OFFICE

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8:30 am-12:00 | 1:00pm -4:30pm