



Customer Charter

York Science Park Ltd (YSPL) creates an exciting environment for growth and stability, helping you and your business to grow and prosper. YSPL is committed to creating and maintaining excellent customer relationships with all our customers and suppliers.

What we offer :

York Science Park provides high specification, fully serviced and fully managed business accommodation in a highly professional and dynamic environment. From modern stylish business suites to specialist laboratory facilities, businesses based on the park benefit from all inclusive, short term agreements with an optional range of additional services to help your business run smoothly.

The park also offers virtual office and hot-desking facilities, a wide range of conference and meeting room options and is ideal as a location for a satellite office. The atmosphere on site is dynamic, friendly and stimulating.

Our Commitments to You:

Efficient and Personal Service

YSPL will:

- endeavour that the first person you deal with answers your enquiry or puts you in touch with a person who can.
- ensure that you are treated politely and courteously by all our employees and suppliers/contractors.
- greet visitors within 5 minutes of arriving.
- ensure that we answer 90% of all telephone calls within 3 rings (during normal working hours 8:45am – 5:30pm Monday – Friday)
- keep the use of answer phones to a minimum during office hours.
- email all messages delivered to the appropriate person at the earliest convenient time.
- use plain language and avoid using jargon.
- record compliments, comments and concerns and use them to review and improve our services.

Professional Service

YSPL will:

- ensure that our team is trained to give you the help and advice you need.
- provide clear signs and directions in reception areas and across the park.
- ensure our reception areas and meeting rooms are clean, tidy and safe.
- apologise when we are at fault, do our best to put things right and prevent repetition.
- continuously improve our processes and the services we provide.

Facilities Management

YSPL will:

- respond to all reports of facilities issues within 48hours. If an issue requires immediate attention YSPL will endeavour to act accordingly.
- endeavour to resolve all issues as soon as practically possible dependant on the severity and nature of the problem.
- Consult and communicate with you about timescales and keep you informed of progress.
- review issues raised and our processes to continuously improve our facilities.