



CLIENT CHARTER RESIDENTIAL COLLEGES

We, the staff of UPM Residential Colleges are committed to excellence through the implementation of quality culture in providing efficient, honest and friendly services to fulfill the expectations of our clients by ensuring:-

1. Complaints about minor damages are taken action within 2 working days
2. The result of student placement at colleges are informed within 3 weeks before the end of the second semester/study session
3. Client feedback(s)/communication are informed within 3 working days in U-Response

“BERILMU.BERBAKTI”
“With Knowledge. We Serve”