

# Hertford Museum

## Customer Care Policy 2015



**Our mission statement:** *Hertford Museum aims to collect, preserve and interpret evidence of the history of the county town and surrounding parishes in the District of East Hertfordshire for the interest, enjoyment and understanding of the local community and other visitors.*

We are dedicated to providing exhibitions and activities that inspire and educate our visitors, and provide enjoyment for all.

We conserve, interpret, and make our collections available in a safe and secure environment, and our staff is dedicated to the provision of a high quality and friendly service to all our users.

Our staff is committed to delivering the standards contained in this policy.

### **Our Customer Commitment**

- **Access for all**

Entrance to Hertford Museum is free. Our disability visitor guide is available on our website and by request.

The Museum is committed to documenting its collections in order to ensure that information about the collections is accessible and that its responsibilities to donors, researchers and lenders are fulfilled. Where possible we make our collections available to researchers and interested parties.

- **Developing potential**

Hertford Museum is committed to providing an environment in which our staff take pride and are encouraged to be effective and motivated to give of their best.

- **Demonstrating excellence**

We strive for excellence in all that we do and communicate this to our visitors. We will continue to strive to meet the high standards set out with accreditation standards.

- **Innovation and improvement**

We are committed to delivering new, well presented, and relevant exhibitions and events to our audience, and will encourage our staff to be innovative in their approach and judgment of audience expectation. Our services are regularly monitored, and improved in response to feedback and complaints.

- **Working through partnerships**

We are committed to working in partnership where relevant with other museums, organisations and stakeholders to achieve our objectives, demonstrate the wealth in our collection, and contribute to a national appreciation of our heritage.

- **Working with local communities in East Hertfordshire**

We will develop and nourish partnerships within our extensive collecting area. We are committed to providing exhibitions, events and activities that celebrate our diverse communities.

- **Equal Opportunities**

We will strive to ensure equal, inclusive, and courteous treatment of all our visitors and staff, and foster a positive approach to Equal Opportunity across our organisation. We will identify barriers to participation and learning, and work with our staff, our visitors, our community, and our supporters, to remove them.

### **Our Promise to You**

- Our standards of service are designed to support the aims and objectives Hertford Museum's mission statement.
- We pursue a reputation of excellence for our exhibitions, facilities and services and strive to make them accessible to all our visitors, both physically and intellectually.
- We consult our visitors about our services, and listen to what they have to say.
- We operate a simple and effective complaints procedure, designed to resolve problems, prevent them reoccurring, and improve our services. Complaints will be given a high priority for investigation and will receive a written response.
- We publicise and market our exhibitions and facilities to the widest possible audience.
- We will provide accurate information, and promotional material about our exhibitions, activities, events, and facilities.
- We provide clearly displayed information regarding access to the museum, charges, special events, gallery closures and equipment failure.
- Our staff offer high standards of courtesy, helpfulness and knowledge, are identifiable to our visitors, and will deal efficiently and courteously with all enquiries.
- We encourage comments and feedback from all our users and visitors, and provide a comments book for this purpose, which is located at museum reception.
- We will monitor our standards of service through evaluation of visitor comments and complaints, and regular surveys.
- We will publish through the web, and on site, clearly displayed information.

### **Hertford Museum Comments & Complaints Procedure**

- Hertford Museum encourages comments, both positive and negative, from visitors.
- Hertford Museum aims to provide a high standard of customer care in all departments to all its users and stakeholders. While great care is taken to ensure that all our services are provided efficiently, courteously, and to a high standard, the museum accepts that complaints may be made.

- A complaint is a valid expression of dissatisfaction, and however it is made, by email, letter, telephone, or verbally, it will be investigated, and used as means to improving our service standards.
- Hertford Museum will deal with complaints quickly and will take prompt action to ensure that complaints of a similar nature do not arise again.

## **How To Complain**

### **Stage 1**

You can log a complaint in person or by telephone to any member of staff who will log your complaint and tell you when you can expect a response.

Alternatively you can write or email the Museum at the address below:

The Curator  
Hertford Museum  
18 Bull Plain  
Hertford  
Herts  
SG14 1DT

Email: [hertfordmuseum@btconnect.com](mailto:hertfordmuseum@btconnect.com)

### **Stage 2**

We will respond to all written complaints within 10 working days. If you are dissatisfied with the outcome and investigation into your complaint then you can appeal to the Chairman of Trustees, Glenn Sexton, at the same address.

Review date:

This policy will be reviewed every 3 years. Next review date is January 2018.