

(Name of Service)

Customer Charter



THE SERVICE: MUSEUM OF BARNSTAPLE AND NORTH DEVON

- . A regional Museum for visitors to explore collections for inspiration, learning and enjoyment.
- . A registered Museum which collects, safeguards and makes accessible artefacts and specimens held in trust.
- . A venue providing curatorial and heritage information across the public and voluntary sector
- . A venue providing a changing exhibition programme in which groups/individuals/schools can participate to display their art, craft and collections.
- . An outreach service for schools, talks to groups and developing the North Devon on Disk archive

CONTACTING US

When you contact us we will:

- Be approachable, helpful and considerate
- treat you with courtesy and politeness
- listen and understand customer needs
- treat all customers equally

You can contact us in any of the following ways



By **telephone** on 01271 346747

- We aim to answer 95% of all telephone calls within 6 rings (20 seconds)
- When we speak to you we will say good morning or afternoon, give the name of the service or person you are speaking to and ask how we can help you.
- If we cannot help you immediately we will let you know who you have been speaking to and when we will contact you
- If your call needs to be transferred to another section, the details of your enquiry will be passed on
- We aim to answer all messages left on answer machines within 24 hours (Monday to Friday)
- If you leave a message on an answer machine and it is likely to take more than 24 hours, the message will tell you when we will contact you.



In **person** during opening times; 9.30 a.m –5.00 p.m. Monday to Saturday
Appointments advisable to have access to specific collections or objects
. All visitors will be greeted at reception and we aim to see 80% of callers requiring attention within 15 minutes of visiting reception

- . All staff and volunteers will wear name badges
- You will be seen in a private place if you want to



In **writing** at Museum of Barnstaple & North Devon, The Square, Barnstaple, Devon, EX32 8LN

- We aim to reply to 98% of letters within 10 working days
- Where we are unable to respond in the above time, we will advise when a response can be expected and who is dealing with the matter
- Responses will be typed and easy to understand



By **computer** by sending us an e-mail; museum@northdevon.gov.uk

- Contact through e-mail will be subject to the same standards as contacting us in writing.

STANDARDS OF SERVICE

We will tell you when we are reaching our standards through the local press, in our reception area, on the Council's website at www.northdevon.gov.uk and in the Council newspaper.

In addition to the above standards, the following are specific to this service :

- We will produce performance figures on cost per visitor of the service or other performance related information as required by the Audit Commission

LEGISLATION

The museum adheres to the Museums Association's Code of Ethics for Museums and Resource Registration Scheme.

NEW IDEAS AND IMPROVEMENTS

We will undertake surveys by having Audience Survey forms completed by visitors on a random selection process to help to improve our services. Comments by visitors are always welcome to be made in the visitors book on permanent display in reception.

We will take into account your views and feedback through the local press, Council's newspaper, website and, if appropriate, our exhibition programme.

We seek the views of communities, users and supporters and value the contributions they make.

PUTTING THINGS RIGHT

We intend to get things right first time, but if things do go wrong we want you to feel comfortable about challenging us and making a complaint.

You can make a complaint by contacting the service direct by any of the methods previously listed, or you can ring the Complaints Line on 01271 388260.

We will acknowledge all complaints received within 3 working days and send a full response within 10 working days.

Should the response be longer than 10 working days we will contact you and let you know when we will be able to reply.

If you are unhappy with the response, you can ask for your complaint to be reviewed. This will normally be undertaken by Customer Services.

SPECIAL NEEDS

Our staff and volunteers will assist any visitors with special needs in any way that we can to make the visit enjoyable.

If you would like this information or any information we produce to be provided in alternative languages, in braille or on audio tape, please contact Customer Services on 388240 or e-mail us on customer_services@northdevon.gov.uk.

We aim to provide this information within 15 working days of any request. We will let you know if this is likely to take longer.

REVIEW

We intend to review this Charter in 2 years and welcome any comments on how we can improve this document.

FURTHER INFORMATION

If you would like further information on any of the services we provide or have any comments about how this Charter could be improved, please contact us on 01271 346747

This Charter was produced on 24th. January 2003