



factsheet

Environment Matters

CUSTOMER SERVICE STANDARDS

CUSTOMER CHARTER for CHARNWOOD MUSEUM



CUSTOMER SERVICE EXCELLENCE



Leicestershire
County Council

Charnwood Museum is managed in partnership with
Leicestershire County Council

WEB: www.charnwood.gov.uk/heritage

Our Customer Service Strategy** states that we will be **Customer Focused**; putting the customer at the heart of everything we do and being dedicated to serving the needs of our customers.

We aim to deliver services, which are:

- of a good and consistent quality
- responsive to the needs and expectations of our customers
- accessible by all our customers
- value for money

** For a copy of our Customer Service Strategy visit www.charnwood.gov.uk
or telephone 01509 634596

CUSTOMER CHARTER FOR CHARNWOOD MUSEUM

Following consultation with you our customers we have set ‘service standards’ for a range of the services we provide and these are printed in separate leaflets and are published on our website www.charnwood.gov.uk/factsheets

CUSTOMER SERVICE STANDARDS

When you visit or contact Charnwood Museum :-

| We will: | Measure |
|---|---|
| “Ensure that reception staff are helpful and polite.” (CS 168) | To achieve a 91% satisfaction rating for this standard. |
| “Keep the toilets clean and well maintained.” (CS 169) | To achieve a 91% satisfaction rating for this standard. |
| “Ensure that the site and permanent exhibitions are well kept.” (CS 170) | To achieve a 91% satisfaction rating for this standard. |
| “Accessibility of information”. (CS 171) | This is a new standard arising from the results of the Museum’s Annual Consultation, July 2009. To achieve a 91% satisfaction rating for this standard. |

These standards were considered to be important to you our customers and are designed to advise you of the service you can expect from us and how we will perform against them.



CUSTOMER CHARTER FOR CHARNWOOD MUSEUM

We will monitor our performance against these standards to ensure we are providing you with excellent services.

We will report back to you how we are performing against each standard on a monthly basis; reports will be displayed both on our notice board and on our website.

These service standards are about services we provide to you and we need and value your feedback. You may wish to see changes, or may have ideas about improvements that we could make, if so, please let us know.

Details of how you can contact us and give us your feedback, good or bad are contained later in this fact sheet. We appreciate you taking the time and trouble to get in touch – together we can ensure that we are providing services you want.

When you contact or visit Charnwood Museum we will:

- Respect all customers and will always be polite, helpful and professional.
- Ensure all customers are treated fairly and will try to provide, wherever possible, different ways to deliver our services to meet the needs of individual customers such as different languages, Braille, audiotape, large print, or home visits.
- Ensure you are dealt with promptly and efficiently.

These are the timescales in which we aim to deal with your enquiries when you contact Charnwood Museum:



CUSTOMER CHARTER FOR CHARNWOOD MUSEUM

| When you contact us: | We will: | Within: (Timescale) |
|------------------------------------|---|----------------------------|
| By telephone | We will answer your call (CS 172) | Within 30 seconds |
| By visiting Charnwood Museum | Acknowledge you and the reason for your visit (CS 173) | Within 3 minutes |
| In writing by letter, email or fax | Reply* to you (CS 174) | Within 10** working days |
| Complain about a service | Reply* to you (CS 175) | Within 15 working days |

* 'Reply' usually means a substantive reply but in complex cases this may be a holding reply

** Please note that some Museum enquiries may require research.

To help us achieve our customer standard commitments we ask that you:

- are courteous and respectful towards us
- let us know if you need a service to be provided in a different way to meet your individual needs
- make suggestions on improving our services

CUSTOMER CHARTER FOR CHARNWOOD MUSEUM

Feedback

We welcome and encourage feedback from you.

We are always looking for ways to improve our services. Your ideas, comments, suggestions, compliments and complaints provide us with valuable information that we can use to make improvements to our services and put things right for you if we can.

Please tell us if you:

- Have an idea to improve the services we provide
- Have a comment to make about our services
- Feel we could improve by doing something differently
- Feel we have done something well

Please complain if we:

- Have made a mistake in the way we provided a service
- Failed to provide a service
- Delayed in providing a service
- Failed to act in a proper manner
- Provided an unfair service

There are several ways in which you can give us your feedback:

| | |
|-----------------------|--|
| Log on to our website | www.charnwood.gov.uk |
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CUSTOMER CHARTER FOR CHARNWOOD MUSEUM

| | |
|------------------------|---|
| Email us | Suggestions/ideas to: charnwood@leics.gov.uk Complaints to: complaints@charnwood.gov.uk |
| Call us | Front Desk 01509 233754 Curator 01509 233737 |
| In person | Ask at reception to speak to a senior member of staff |
| Write to us | Charnwood Museum Granby Street Loughborough Leicestershire LE11 3DU |
| Customer comments form | Complete a visitor satisfaction form and place it in the collection box in reception |

If you wish to find out how the service is performing against its targets this information is available on the website at

www.charnwood.gov.uk/CSS31

This information is available in different formats. To access these please phone (01509) 634560.

এ তথ্যাদি অন্যান্য মাধ্যমে পাওয়া যায়। এসব পেতে হলে দয়াকরে (01509) 634560 এ নাম্বারে টেলিফোন করুন।

這資料具不同的格式，請致電 (01509) 634560 索取。

आ माहिती जुद्धी जुद्धी पद्धतिओमां उपलब्ध छे. ते भेगववा भाटे कृपा करी आ नंबर पर क्षेत्र करो (01509) 634560.

यह जानकारी अलग-अलग प्रारूपों में मिल सकती है। इनको पाने के लिये कृपया यह नंबर डायल कीजिये (01509) 634560.

ਇਹ ਜਾਣਕਾਰੀ ਵਖ-ਵਖ ਸਕਲਾਂ ਵਿਚ ਮਿਲ ਸਕਦੀ ਏ। ਇਹ ਹਾਮਿਲ ਕਰਨ ਲਈ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਇਸ ਨੰਬਰ 'ਤੇ ਫ਼ੋਨ ਕਰੋ (01509) 634560

