

York Museums Trust

Customer Care Policy

Our Customer Care Policy

York Museums Trust is dedicated to the provision of a high quality, customer focused, and friendly service to all our users. Our staff are committed to promoting the mission and objectives of our organisation and deliver the standards contained in this policy.

Vision

Our Vision is for York Museums Trust to play a major part in positioning York as a world class cultural centre.

Mission

Our Mission is to cherish the collections, buildings and gardens entrusted to us, presenting and interpreting them as a stimulus for learning, a provocation to curiosity and a source of inspiration and enjoyment for all.

Our Objectives

To protect and conserve the collections, gardens and buildings

To promote access to the collections, gardens and buildings appropriate to the 21st Century

To attract more visitors to our sites, thus contributing to the local and regional economy

To create learning opportunities for all and develop innovative programmes springing from the collections, gardens and buildings

To network and collaborate with partners and contribute to the development of the economic and cultural life of the city and the region

To raise substantial funds to realise these aims

Our Customer Commitment

Our standards of service are designed to support the mission and objectives of York Museums Trust in its pursuit to our vision **“to play a major part in positioning York as a world class cultural centre.”**

We will continually pursue a reputation for excellence for our exhibitions, facilities and services.

We are committed to documenting and digitising our collections to ensure accessibility to visitors, researchers and lenders.

We will continue to deliver new, innovative and relevant exhibitions and work in partnership with other museums, organisations and stakeholders to achieve our objectives and contribute to positioning York as a world class cultural centre.

We will strive to ensure inclusive and friendly treatment of all our visitors and staff and foster a positive approach to customer and staff relations across our organisations.

Our Customer Charter

We will offer all our visitors a warm welcome, a friendly smile and top class service.

Our staff are encouraged, through training and development, to offer the highest possible standards of courtesy, helpfulness and knowledge. All staff are easily identifiable to our visitors, and will deal efficiently and courteously with all enquiries.

We will aim to ensure our facilities; exhibitions and services are accessible to all our visitors both physically and intellectually.

We provide clear information and signage regarding access to museum, gardens, ticketing charges, special events, gallery and museum closures and equipment failure.

We operate a simple and effective feedback procedure that is designed to resolve problems, improve our services and prevent problems from re occurring. We will monitor our standard of service through evaluation of visitor comments and feedback and via regular visitor surveys.

We will ensure accurate and clearly displayed information and signage is available at each site, and via our website, about our exhibitions, events, activities and facilities. We will ensure our exhibitions and facilities are publicised and marketed to the widest possible audience.

Telephone calls will be answered within 8 rings or where possible, be received by an accurate voicemail message.