

CUSTOMER CARE POLICY

The aim of the Charles Dickens Museum is to promote, encourage, maintain, improve and advance education of the public in the life and works of Charles Dickens and to establish and maintain the property at 48 Doughty Street as a Museum to house and preserve all articles having connection with Charles Dickens. In working to achieve this objective, the Museum strives to provide a high standard of customer care in all departments, to all its users and stakeholders. Excellent customer service is an integral part of the Museum's responsibilities, objectives and values. Excellent customer service is provided in a number of ways

- Meeting and greeting customers as they enter the Museum
- Value-added interpretation
- Written information
- Education services
- Retailing products
- Hospitality and catering
- Targeted products and services
- Virtual access to the Museum via its website
- Providing an information and pre-booking service

We promise to do the following to ensure high standards of customer care are maintained:

- The Museum will aim to be open for 100% of the advertised opening hours and any changes to these hours will be advertised on the website.
- Telephone calls to the Museum switchboard will be answered, wherever possible in person by a member of staff.
- There is a 24 hour recorded information line, with regular updates.
- Responses to business letters, faxes and emails and offers of donations will normally be within five working days.
- Enquiries about the collection and matters requiring research will normally be replied to within 20 working days.
- Complaints will be given the highest priority for investigation and written response. We have a complaints policy available for public perusal.
- All areas accessible to the public will be maintained in a clean, presentable and safe condition at all times. Toilet facilities will be inspected regularly
- All staff and volunteers are expected (and encouraged) to deal with questions and matters raised by visitors.