

CUSTOMER CARE POLICY

The Charles Dickens Museum Limited acting as the sole trustee of The Dickens House and the Dickens House Fund.

This Policy was reviewed by the Board on 15 March 2018.

Charles Dickens Museum

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 to all its users and stakeholders. Excellent customer service is an integral part of the Museum's objectives and values, and it is provided in a number of ways, for example:

- Meeting and greeting customers as they enter the Museum
- High quality and accessible interpretation
- Clear signage and written information
- Education services
- Retailing products
- Hospitality and catering
- 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:

- We 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 will be answered during office hours by a member of staff whenever possible.
- We will operate a 24 hour recorded information line, with regular updates.
- Responses to business letters and emails, and offers of donations will normally be answered within five working days.
- Enquiries about the collection and matters requiring research will normally be replied to within 20 working days.
- 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.

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Comments and Complaints

- The Museum welcomes comments and complaints from visitors. We provide a visitor comments book in the Museum and also welcome comments by email at info@dickensmuseum.com.
- 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.
- The Museum will deal with complaints quickly and will take prompt action to ensure that complaints of a similar nature do not arise again.

Complaints Procedure

A complaint can be made in person to any staff member in person, or by phoning the Duty Manager on 020 7405 2127.

Alternatively you can write to:

The Charles Dickens Museum
48-49 Doughty Street
London
WC1N 2LX

Or email: info@dickensmuseum.com

We will respond to all written complaints within 5 working days. If you are dissatisfied with the outcome and investigation into your complaint, then you can appeal to the Director, Cindy Sughrue.