



VISITOR SERVICE STANDARDS

Scarborough Museums and Galleries want every person who visits us to be met with a Scarborough smile, be mesmerised by special moments, and to remember their visit with a **WOW**.

Our commitment to our visitors:

We want to meet the needs of all our visitors, where possible. We will aim to achieve this by:

- Providing a polite, fair and respectful service
- Treating each visitor equally and without prejudice
- Informing our visitors with the most accurate information that we have at that current time about the venue and our collections/exhibitions
- Aiming to meet any special needs of our visitors

Communications with our visitors:

- Telephone – answer telephone calls promptly and politely
- Identify ourselves when we answer the call
- Forward your query to the relevant department if necessary
- Respond to all communications and queries as promptly as possible, either by email, mail or telephone call
- Have clear accessible signage with accurate and up to date information

Visiting our venues:

- Greet you politely and courteously with a warm welcome
- Wear our name badge and be presentable
- Aim to resolve your queries as efficiently as possible and answer your questions
- Provide a safe and comfortable environment for your visit
- Ensure our buildings are maintained to a high standard and are clean and tidy

Customer responsibilities:

- All our venue staff should be treated with respect and courtesy.
- Be fair and honest in your dealings with us

The following behaviour is not acceptable from any member of the public whilst on site:

- Harassment of staff or other visitors by use of abusive, racist or threatening language
- Use of violence or threat of violence towards staff or visitors
- Behaviour that is disruptive and interferes with delivering a quality customer service

Feedback

At Scarborough Museums and Galleries, we regard feedback as the key to understanding the needs and expectations of our visitors. We welcome your comments and suggestions on any aspect of our service as we believe that this will help us serve you better.

Complaints Procedure

If you are not satisfied with any service/product that we have provided, please direct your complaint to the Head of Operations, Jane Lowery. By email: jane.lowery@scarboroughmuseumsandgalleries.org.uk
By Telephone, during office hours- 01723 384500
By Post: Woodend, The Crescent, Scarborough. YO11 2PW

We will treat all complaints properly and fairly. Complaints can be made orally or in writing/by email.