

Theatre Collection

Date Approved: 1 July 2016
– Theatre Collection Director (Jo Elsworth)

Review Date: Annually

Renewal Date: July 2021

Theatre Collection: Customer Care Policy**Policy Statement:**

The Theatre Collection is dedicated to the provision of a high quality, customer focused and friendly service to all our users.

Our workforce is 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. Our workforce is committed to promoting the mission and objectives of the Collection and to delivering the standards contained in this Policy.

The Policy is available online and our Policy Statement is clearly visible on-site in our reading room and exhibition spaces.

In using the term ‘customer’, we recognise that we provide a service to a wider range of people than those who actually visit us in person. We also recognise that our customers cover a broad spectrum, from members of the general public, to students and researchers, national and international scholars, plus people from the creative and cultural industries, the media and online users. Our aim is to exceed our customers’ expectations and make every customer a natural advocate for the Theatre Collection. We want to offer our customers a service tailored to their needs, which we realise can be very different for different user groups, and to assist them in finding the information they need quickly and efficiently, whether they contact us in person, by letter, telephone or online. We also want to help our future customers by building a world class collection and taking excellent care of our holdings now to ensure that they remain in good condition for posterity.

Our Customer Charter

Our standards of excellent customer care support our aims and objectives to enable the Theatre Collection to be used for education, research, innovation, enjoyment and inspiration by all those who wish to do so, locally, nationally and internationally. To this end:

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MUSEUM**RESEARCH**

- We will ensure that we make every visitor feel valued by welcoming them in person and our workforce will be identifiable to our visitors (i.e. by wearing name badges).
- We will ensure that entrance to the Theatre Collection remains free and that our reading room, viewing room, exhibition spaces, library and other study facilities are accessible to all our visitors both physically and intellectually.
- We will provide clear, visible and accurate signage, information and promotional material about our exhibitions, activities, events and facilities both on-site and online.
- We will deliver new, well presented and relevant exhibitions and events to our audiences and will hold a minimum of two temporary exhibitions on site per year.
- We will publicise and market our exhibitions and facilities to the widest possible relevant audience and to facilitate attendance we will programme exhibition openings out of hours.
- We will loan out material to other accredited museums whenever possible/feasible in order to enable wider audiences to engage with our collections.
- We will enable groups to pre-book tours or talks, including allocating one morning per month for group visits as necessary.
- We will make every effort to document our collections at the most appropriate level of detail to ensure that information is readily accessible and that we fulfil our responsibilities to our visitors, donors, researchers and lenders.
- We will increase our digitisation efforts and make rights cleared, licenced images publicly available on-site and online for private study and educational use.
- We will offer support to our customers through our research enquiry service, facilitating on-site visits and offering advice and guidance as appropriate
- We will be equally open and responsive to supporting academics and research students from any institution and the cultural and creative industries for individual research or larger and/or collaborative research projects.
- We will deal helpfully, knowledgeably, efficiently and courteously with all enquiries whether in person, online or by phone.
- We will answer telephone calls within six rings or, where not possible, ensure that calls are received by an accurate voicemail message.
- We will normally respond to general enquiries to the Theatre Collection by email, letter and telephone within 5 working days.

- We will reply to enquiries about the Theatre Collection holdings within 20 working days in line with the Freedom of Information Act (2000).
- We will make material from our collections available to visitors within a reasonable time frame depending on staff availability and the capacity of the reading room.
- We will supply copies of requested material from our collections subject to copyright and IPR legislation as soon as possible after receipt of any relevant paperwork and/or payment as appropriate.
- We will ensure that we maintain all areas accessible to the public in a comfortable, clean, presentable and safe condition at all times.
- We will monitor our standards through actively consulting with our customers (including on-site and remote users) about our services and listen to what they have to say.
- We will operate a simple and effective complaints procedure designed to resolve problems, prevent them re-occurring, and improve our services.

To help us to deliver excellent customer care we ask our workforce:

- to be courteous
- to be helpful and responsive to the needs of our users
- to begin with what can be done rather than what cannot
- to help users to get the best from our services by sharing our knowledge of our collections and services and by explaining and demonstrating catalogues and equipment where necessary e.g. how to use our scanning facilities
- to provide direct contact details for following up enquiries
- to apply our reading room rules.

To help us to deliver excellent customer care we ask our customers:

- to be courteous and show consideration towards other users
- to contact us whenever possible prior to an on-site research visit in order that we can retrieve requested and relevant material in advance
- to put any research enquiry in writing to help us to improve our services by giving us their views and participating in our consultation exercises
- to comply with our reading room rules

Resolving problems

We are committed to providing a high standard of customer care to all our users and stakeholders across every aspect of our work. However, while we take great care to ensure that we deliver our services efficiently, courteously and to a high standard, we accept that things may occasionally go wrong and encourage feedback to help us to address the problem. Any expression of dissatisfaction by email, letter, telephone,

or verbally will be investigated and used as a means to improve our service standards.

How to contact us:

Stage 1

You can log a complaint in person to any member of the Theatre Collection workforce, or by telephoning the Theatre Collection Director. Alternatively, you can write or email the Theatre Collection at the address below:

University of Bristol Theatre Collection
Vandyck Building
Cantocks Close
Bristol BS8 1UP

Tel: 0117 33 15086

Email: theatrecollectio@bristol.ac.uk

Stage 2

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 Chair of the Theatre Collection Management Committee at the above address.