

The Theatre Collection is a centre of excellence, and our aim is to provide a world-class service to our visitors and stakeholders, that encourages a wider appreciation of the theatre, its history, people and culture, and offers an outstanding centre for research and study in all areas of theatre and drama history and practice.

We are dedicated to providing exhibitions and activities that inspire and educate our visitors, and provide enjoyment for all.

We conserve, interpret, and make our collections available in a safe and secure environment, and our staff are dedicated to the provision of a high quality, customer focussed, and friendly service to all our users

Our staff are committed to promoting the visions and values of our organisation, and to delivering the standards contained in this policy

In using the term 'customer', the Theatre Collection recognises that it provides a service to more people than those who actually visit us in person. The Theatre Collection also recognises that its customers cover a broad spectrum of researchers, from national and international academic scholars to theatre professionals, designers, family history enthusiasts and the media. As such, it needs to appeal to a wide range of audiences of all ages, and fulfil a wide variety of expectations. The aim, in all cases, is to exceed our customer expectations and make every customer a natural ambassador for the Theatre Collection.

## **Our Customer Commitment**

- **Access for all to knowledge, education, and activities**

Entrance to the Theatre Collection is free. Our Reading Room, library and other study facilities are accessible to all our visitors and the Theatre Collection meets current Disability Discrimination Act (DDA) requirements.

The Theatre Collection is committed to documenting its collections sufficiently in order to ensure that its responsibilities to donors, researchers and lenders are fulfilled, and that information about the collections is readily accessible to users.

Our acquisition and disposal policy is available to view on request and online via our website.

- **Investing in people and developing potential**

The Theatre Collection is committed to providing an environment in which staff are encouraged, through training and development, to be effective and motivated to give of their best. We have a regularly reviewed training policy for both staff and volunteers, which includes customer care, and we actively promote feedback from our staff.

- **Demonstrating excellence**

We strive for excellence in all that we do and communicate this to our visitors.

- **Innovation and improvement**

We are committed to delivering new, well presented, and relevant exhibitions and events to our audience, and encourage our staff to be innovative in their approach and judgement of audience expectation. Our support services are regularly monitored, and improved in response to feedback and complaints.

- **Working through partnerships**

We are committed to working in partnership with other museums, organisations and stakeholders to achieve our objectives, demonstrate the wealth in our collection, and contribute to a nationwide appreciation of our heritage.

- **Working with local communities in Bristol**

We develop and nourish partnerships within, and beyond, our local community that are beneficial to our audiences. We are committed to providing exhibitions, events and activities that celebrate our diverse communities and encourage further interpretation of our collections.

- **Equal Opportunities**

We strive to ensure equal, inclusive, and courteous treatment of all our visitors and staff, and foster a positive approach to Equal Opportunity across our organisation. We aim to identify barriers to participation and learning, and work with our staff, our visitors, our community, and our supporters, to remove them.

## **Our Promise to You**

Our standards of service are designed to support the aims and objectives of the Theatre Collection in pursuit of its purpose to encourage a wider appreciation of the theatre, its history, people and culture, and offer an outstanding centre for research and study in all areas of theatre and drama history and practice. To that end:

- We will pursue a reputation of excellence for our exhibitions, facilities and services and ensure that they are accessible to all our visitors, both physically and intellectually.
- We will provide accurate information, and promotional material about our exhibitions, activities, events, and facilities.
- We will publicise and market our exhibitions and facilities to the widest possible audience.

- We will provide a facility for groups to pre-book tours or talks and cater for their needs as far as we are able.
- We will provide clearly displayed information signage regarding access to the Theatre Collection, special events and closure dates.
- We will ensure that we maintain all areas accessible to the public in a clean, presentable and safe condition at all times. We will consider the comfort of our visitors, including assessing our temperature, lighting and seating arrangements.
- We will ensure that we make every visitor feel welcome. Our staff will be identifiable to our visitors, and will deal helpfully, knowledgeably, efficiently and courteously with all enquiries.
- We will consult with our visitors about our services, and listen to what they have to say.
- We will encourage comments and feedback from all our users, and provide comment forms for this purpose, which will be located in our Reading Room and available online via our website.
- We will monitor our standards of service through evaluation of visitor comments and complaints, and regular visitor surveys.
- We will answer telephone calls within six rings or where possible, ensure that calls are received by an accurate voicemail message.
- We will normally respond to general enquiries to the Theatre Collection by e-mail, letter and telephone within 5 working days.
- We will reply to enquiries about the Theatre Collection holdings and matters requiring research, including the supply of copies of archive material within 20 working days.
- We will make archival material available to users of the Theatre Collection within a reasonable time frame depending on staff availability and the busyness of the Reading Room.
- We will publish clearly displayed information through the web and on site.
- We will operate a simple and effective complaints procedure, designed to resolve problems, prevent them re occurring, and improve our services. We will ensure that complaints are given a high priority for investigation and receive a written response.

# University of Bristol Theatre Collection Comments and Complaints Procedure

The Theatre Collection encourages comments and complaints from visitors.

The Theatre Collection aims to provide a high standard of customer care in all departments to all its users and stakeholders. While we take great care to ensure that we provide all our services efficiently, courteously, and to a high standard, we accept that complaints may be made.

A complaint is a valid expression of dissatisfaction, and however it is made, by email, letter, telephone, or verbally, we will investigate it, and use it as means to improve our service standards.

The Theatre Collection will deal with complaints quickly and will take prompt action to ensure that complaints of a similar nature do not arise again

## How to Complain

### Stage 1

You can log a complaint in person to any member of staff, 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  
Department of Drama  
Cantocks Close  
Bristol  
BS8 1UP

Tel: 0117 33 15086

Email: [theatre-collection@bristol.ac.uk](mailto:theatre-collection@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 Theatre Collection, we want to help you find the information you need quickly and efficiently, whether your contact with us is in person, by letter, telephone or online. We also want to help our future users by taking care of our documents now to ensure that they survive in good condition. Whether or not your visit is ultimately successful, we would like your experiences of our services to be positive.

### **What we ask of our staff**

- To be helpful and responsive to the needs of our users
- To be courteous
- To begin with what can be done rather than what cannot
- To help users to get the best from our services, for example:
  - sharing their knowledge of our systems, services and record holdings
  - explaining and demonstrating catalogues and equipment where necessary
- To provide a contact for following up enquiries, for example, by giving their name and signing letters personally
- To apply the Reading Room rules, and, where reasonable grounds exist, to seek alternative approaches within the rules that meet the needs of the user

### **What we ask of our users**

- To be courteous
- To comply with the Reading Room rules
- To help us to improve our services by giving us their views and by participating in our consultation exercises

### **What the Theatre Collection promises its staff**

- Training and development to enable them to meet what is asked of them
- A positive working environment
- A safe working environment

**Theatre Collection****University of Bristol Theatre Collection  
HEALTH AND SAFETY POLICY**

1. The Theatre Collection considers that high standards of health and safety are integral to the effective management of the museum.
2. The Theatre Collection views compliance with legal requirements as the minimum acceptable health and safety standard and will always endeavor to improve upon those standards where possible within the constraints of available financial resources.
3. The Theatre Collection is committed to planning, review and development of health and safety arrangements in order to achieve a continual improvement in performance.
4. The Director/Theatre Collection Safety Advisor (TCSA) will ensure that appropriate personnel are appointed to assist in the formation, implementation and development of safety policy and its management.
5. Health and safety training for all staff, students, Volunteers and those with specific health and safety duties, will be given the same priority as other essential training required for the smooth and safe running of the Theatre Collection.
6. All staff, students and volunteers are expected to cooperate on health and safety within the department and must:
  - comply with appropriate legal requirements and University requirements as laid down in the University Code of Practices;
  - take reasonable care for their own health and safety and that of others that may be affected by their activities;
  - inform the Director/TCSA of any situations that, within the limits of their competence, they consider could give rise to serious or imminent danger or are shortcomings in safety arrangements.
7. Information on health and safety will be communicated to people working in the Theatre Collection by the following means; meetings, e-mail and the notice board.

Signed.....  
(Director)

Date.....

(This policy will be reviewed every 2 years or before as appropriate)