

## Jersey Heritage

### Jersey Archive - Complaints Procedure

Jersey Heritage aims to provide members of the local community and researchers world-wide with a high quality archive service. As a user of the Jersey Archive you can expect to find a quality service which is accessible, courteous, efficient, informative, professional and responsive. You can also expect assistance from the staff in how to use the reading rooms and how to identify records which will assist you in your research.

The Jersey Archive team aims to meet the following targets:

- Deliver documents to the reading room within 30 minutes of order collection time. Orders are collected at quarter past and quarter to the hour, last orders at 4:15
- Complete all photocopying requests for the following week
- Answer all initial written and telephone enquiries within two weeks of receipt
- Complete any paid research requests within one month of receipt
- Respond to any complaint within 5 working days

However there may be occasions when problems do arise and you do not get the standard of service you expect. If this happens, you should make an official complaint as we need to know if we aren't getting things right. All complaints will be thoroughly investigated and, if justified, we will put matters right and give you an explanation and an apology. Our complaints procedure is set out below.

If you have a problem whilst at the Jersey Archive in the readings rooms please report it, in the first instance, to the archivist on duty. The archivist will try and solve your problem.

If you feel that your problem is unresolved you may request to speak directly and in confidence to the Archives and Collections Director. Please understand that, due to the nature of the job, the Archives and Collections Director might not be available to speak with you immediately.

If the Archives and Collections Director is unavailable then please either make an appointment to speak to her directly or you may prefer to put your complaint in writing. Complaints made in writing will be responded to within 5 working days.

If you have a problem with our research or enquiries service then please direct your complaint in writing to the Archives and Collections Director:

Linda Romeril  
Archives and Collections Director  
Jersey Archive  
Clarence Road  
St Helier  
JE2 4JY  
[Linda.Romeril@jerseyheritage.org](mailto:Linda.Romeril@jerseyheritage.org)

Unfortunately we cannot put things right or improve on our services if we are unaware of problems. We aim to deliver the highest standards of service within our resources and we want to use any complaints constructively to improve the service we provide.

Approved by Jersey Heritage Board - May 2009, Reviewed September 2020