

Jersey Heritage

Customer Care Policy

Approved by Jersey Heritage Board 23 March 2021

1. OPENING STATEMENT

1.1. Jersey Heritage aims to provide a world class service to our visitors and stakeholders which fulfils our constitutional purpose: 'Jersey's heritage and culture are special. The purpose of the Jersey Heritage Trust is to care for it, to promote wide access to it, act as an advocate on its behalf and bring imagination to telling its stories so *that it inspires people to create a better island for everyone*'.

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

1.3. 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 focused, and friendly service to all our users.

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

2. OUR CUSTOMER COMMITMENT

2.1. We are committed to providing the widest possible access to knowledge, education, and activities as set out in the Jersey Heritage Access Policy

2.2. Jersey Heritage 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. Our induction process includes a commitment to customer care and training updates are included in our annual pre-season training programme.

2.3. We strive for excellence in all that we do and communicate this to our visitors. We will continue to strive to meet the high standards demanded of the awarding bodies of Visit Britain's Visitor Attraction Quality Insurance Scheme (VAQAS), The National Archive and Arts Council England, as well as meeting the performance indicators set out in our Funding Agreement with the Economy and Partnerships Department of the Government of Jersey.

2.4. Our services are regularly monitored, and improved in response to feedback and complaints. These include VAQAS reports, on site surveys, mystery shopping, TripAdvisor and onsite visitor comment books. We consult with our visitors about our services, and listen to what they have to say.

2.5. We are committed to working in partnership with other heritage organisations and stakeholders and community partners to achieve our objectives, demonstrate the wealth of our collections, and contribute to an island wide appreciation of our heritage.

2.6. We are committed to providing exhibitions, events and activities that improve knowledge of and celebrate our diverse communities.

2.7 We will 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 will identify barriers to participation and learning, and work with our staff, our volunteers, our visitors, our community, and our supporters, to remove them or work around them.

2.8 Our staff offer high standards of courtesy, helpfulness and knowledge, are identifiable to our visitors, and will deal efficiently and courteously with all enquiries.

2.9 We operate a simple and effective complaints procedure, designed to resolve problems, prevent them recurring, and improve our services. Complaints will be investigated and will receive a written or verbal response as appropriate.

2.10 We encourage comments and feedback from all our users and visitors, and provide comments books for this purpose.

2.11 We will monitor our standards of service through evaluation of visitor comments and complaints, and regular visitor surveys.

2.12 We publicise and market our exhibitions and facilities to the widest possible audience within budgets available.

2.13 We will provide accurate information, and promotional material about our exhibitions, activities, events, and facilities.

2.14 We provide clearly displayed information signage regarding access to our sites, ticketing charges, special events, gallery closures and equipment failure.

2.15 We provide up to date and accurate information on our organisation and facilities on our website and social media channels.

2.17 Telephone calls will be answered promptly or be received by an accurate voicemail message. We aim to respond to any messages within 24 hours. When a telephone call is referred to another member of staff it will be answered within 24 hours of the referred enquiry.

2.18 All general enquiries received by e-mail or letter will be acknowledged as soon as possible and certainly within five working days.

2.19 Social media channels will be monitored, enquiries, comments and complaints answered where appropriate.

3. JERSEY HERITAGE COMMENTS & COMPLAINTS PROCEDURE

3.1 Jersey Heritage welcomes comments and complaints from visitors and we will provide channels for feedback. When necessary the Feedback and Complaints Procedure is followed. Information on this procedure is included in staff training.

3.2 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.

3.3 Jersey Heritage will deal with complaints quickly and will take prompt action to ensure that complaints of a similar nature do not arise again.

3.4 Complaints are recorded on a Complaints log, a summary of which is reported to the Board of Trustees annually.

3.5 Please see Appendix A for the Jersey Archive Complaints Procedure.

Appendix A

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

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.

