

Heritage Services

Public Services Service Standards

- ◆ We respond to any requests, initially within 5 working days and with a more detailed response within 20 working days
- ◆ We provide information about the study/research sessions which is easy to access by telephone, e-mail, via the website or in person
- ◆ The booking process for study/research time will be straightforward and we will book the next closest available timeslot
- ◆ We provide a friendly, helpful and efficient service
- ◆ Any information we provide will be well researched and accurate
- ◆ Study/research appointments will be tailored to meet reasonable individual needs
- ◆ We endeavour to satisfy study/research queries relevant to our collections