

Heritage Services

Customer Care Charter

- ✓ In consultation with our users we produce and publish service standards that our customers are entitled to expect
- ✓ We are open and communicate clearly and effectively, in plain language. We provide full information about our services, their cost and how well they perform. We do our best to provide these in other formats upon request
- ✓ We consult and involve present and potential users of our services as well as those who work in them. We use their views to improve the services provided
- ✓ We make services available to everyone who needs them including using new technology, or offering an alternative where possible
- ✓ We treat everyone fairly, respect their privacy and dignity, are helpful and courteous and pay particular attention to those with particular requirements
- ✓ We have a clear and easy to use complaints procedure. We put things right effectively and learn from complaints
- ✓ We use resources effectively and provide best value for taxpayers and users
- ✓ We continually look for ways to improve the services and facilities on offer, particularly the use of new technology
- ✓ We work with other providers to ensure that our service is simple to use and to deliver better service
- ✓ We measure visitor satisfaction levels and plan service improvements as a result

“...efficient, effective and courteous...”