

<b>Crawford Art Gallery</b>  <b>Policy and Procedures</b>	<b>Crawford Customer Charter and Action Plan</b> <b>Number: 029</b> Page 1 of 4	
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Crawford Art Gallery aims to foster within society an awareness, understanding and involvement in the visual arts through policies and programmes which are excellent, innovative and inclusive.

Crawford Art Gallery's customers include visitors to our venue and online; artists and arts professionals, participants in our programmes; donors and lenders, our members and volunteers, media researchers; students; government agencies; cultural institutions; partners, sponsors and other stakeholders.

The Gallery's activities can be divided into two main areas:

- the **Programming** areas, comprising the Exhibitions, Collection/Registrar , Education Explore and learning and associated programmes.
- the **Enabling** areas, comprising Administration, Operations ,Marketing and Security.

Everyone at Crawford Art Gallery is committed to serving all of our visitors and customers in accordance with the highest standards of quality customer service.

#### **Our customers**

Crawford Art Gallery's customers include visitors to our venue and online; participants in our programmes; our members and volunteers; researchers; students; government agencies; cultural institutions; partners, sponsors and other stakeholders.

Our Customer Charter help us deliver a high level of customer service and sets out the standards of service that you are entitled to expect from Crawford Art Gallery. In delivering this service we will:

- Treat you with courtesy, professionalism and efficiency
- listen to what your needs are, and strive to meet or exceed your expectations
- respond to your enquiry or issue and bring it to a resolution
- Welcome any suggestions and comments and deal promptly with any complaints

#### **Our commitment**

At Crawford Art Gallery we demonstrate our commitment to high quality customer service by providing:

- Considered curated well mediated exhibitions and programmes in our Galleries and associated spaces.
- Inspiring and engaging experiences
- knowledge and learning through our exhibitions as well as Learn and Explore Programmes, Lectures and Workshops
- Responsive staff
- Facilitate access for people with disabilities and specific needs

Your feedback helps us assess how we deliver on our commitment. Our Customer Charter is regularly reviewed.

#### **Learn and Explore**

We will interpret our collection and make them accessible through:

- Exhibitions – on site, travelling, online
- Publications
- Seminars and other activities

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- Special public events
- Gallery tours and talks.
- Research

### **Website**

Crawford Art Gallery's website is one of our primary channels of communication providing information on our Exhibitions, Programmes, Collection and Services. We will respond to your comments on the quality of the website and continue to improve it to meet our customers' requirements.

Our website will be:

- Current
- User-friendly
- Compliant with accessibility requirements
- Relevant to our readers' needs in terms of information about Exhibitions, Catalogues, recent Acquisitions, and our Collection.
- Up to date with regard to procedure on how to make a complaint.

### **Communication with our customers**

Crawford Art Gallery responds to telephone, mail and email queries relating to our services and our corporate operation. At all times we will be fair in our dealings with you. Our service standards are as follows:

#### **Telephone**

We will:

- Answer your telephone queries promptly and politely
- Identify ourselves to you
- Provide routine information on request
- Forward your query to the appropriate section
- Provide relevant contact details for the member of staff you are being directed to
- Ensure that voicemail greetings are updated
- Respond promptly to voicemail messages.

#### **Mail and email**

- Acknowledge all written communications (including emails) within 5 working days
- Provide routine information on request
- Provide a definitive reply to at least 95% of written queries within 10 days
- In cases where there will be a delay we will send you an interim reply explaining the situation before the 10 day period expires.

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### **Complaints**

If you are not satisfied with the service you have received please discuss this with the staff member you have been dealing with. If you prefer, or if you feel the issue is still not resolved, you can address your complaint to the Head of Operations, Crawford Art Gallery, Emmet Place, Cork, T12 TNE6 or to [info@crawfordartgallery.ie](mailto:info@crawfordartgallery.ie). Further information is available on Crawford Art Gallery website on Complaints Procedure.

All complaints will be:

- Acknowledged within 3 working days and responded to within 10 working days
- Dealt with in a fair and appropriate way
- Treated in confidence unless a complainant wishes otherwise (and subject to our obligations under the Freedom of Information Acts, 1997, 2003 and 2014).

If we have made a mistake we will rectify it as quickly as possible and offer an explanation and apology. If you are still dissatisfied we will inform you of your further right to bring the matter before the Ombudsman.

### **Child Protection Policy**

In its work with children and young people Crawford Art Gallery is committed to a child-centred approach and undertakes to provide a safe environment and experience, where the welfare of the child/young person is paramount. Our child protection policy has been written in adherence with the recommendations of *Children First Act 2015*

**Equal Opportunities Policy and Gender Policy** We are fully committed to providing a service that is accessible and relevant to all our customers and accommodates needs and aspirations specific to particular groups of customers. Crawford Art Gallery will ensure the rights to equal treatment, established by equality legislation, and accommodate diversity, so as to contribute to equality for the groups covered by the equality legislation (under the grounds of gender, marital status, family status, sexual orientation, religious belief, age, disability, race and membership of the Traveller Community). We will consult with our customers to ensure that their access needs are assessed and we will provide appropriate staff training to support the Equal Opportunities Policy.

### **Freedom of Information**

The Freedom of Information Acts, 1997 and 2003 and 2014 (the FOI Acts) are designed to allow public access to information held by public bodies which is not routinely available through other sources. Access to information under the Acts is subject to certain exemptions and involves specific procedures and time limits.

FOI Requests to the Crawford Art Gallery must be made in writing and addressed to Human Resources Department, Crawford Art Gallery, Emmet Place, Cork, T12 TNE6 or to [foi@crawfordartgallery.ie](mailto:foi@crawfordartgallery.ie). The request must state clearly that the request is made under the FOI Acts, specify the manner of access

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sought i.e. copy of record or opportunity to view record, and the request must be accompanied by the appropriate fee. Further information is available on our website [www.crawfordartgallery.ie](http://www.crawfordartgallery.ie)

### **Feedback**

We regard feedback as the key to understanding the needs and expectations of our customers. We welcome your comments, suggestions and views on any aspect of our services as we believe this will help us to serve you better.

We will:

- Encourage staff to use their day to day contact with customers to gather feedback on quality of service provided

### **Help Us to Help You**

You can help us to improve our service to you by:

- Making comments and suggestions about our service
- Reporting any issues as they arise
- Participating in any customer surveys we conduct
- Giving us all the information we need to help you.

We also expect that in return you will:

- Treat our staff with courtesy and respect
- Respect the rights of other customers
- Be fair and honest in your dealings with us.

How to contact us Email: [info@crawfordartgallery.ie](mailto:info@crawfordartgallery.ie) Tel number: + 353 (0)21 4805042

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