

Revision History

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Reviewed By	Finance & Legal
Approved By	Board

Revision and Approval History					
Version	Revised By	Revision Date	Approved By	Approval Date	Comments
V1.0	CAG		Board	27.03.2019	
V2.0	CAG	15.08.2025	Board	01.10.2025	

PREVIOUS VERSIONS		
Version No.	Date	Reason for Issue
Vi.2	August 2025	Amended Action Plan & Tracked changes
V1.0	27.03.2019	New Policy

Our Mission

Crawford Art Gallery through its Programming, Collection and Building – probes the future, contemplates the present and reveals the past creating engaging conversations across the timelines.

As a not-for-profit organisation, Crawford Art Gallery collects, safeguards, holds in trust, researches, develops, and interprets its collection of original artworks and loaned artworks for the public benefit.

Crawford Art Gallery aims to foster awareness, understanding, and involvement in the visual arts within society through policies and programmes that are excellent, innovative, and inclusive. A key priority for Crawford Art Gallery is to deepen and broaden our connections with our immediate community, including our visitors, creative community, funders, National Cultural partners, and stakeholders.

The Gallery's activities are categorised into two main areas:

- The **programming** areas, which include the Exhibitions, Collection/Registrar, Education – Learn & Explore, and associated programmes.
- The **Enabling** Areas, comprising Administration, Operations, Marketing, and Security.

Crawford Art Gallery is dedicated to providing the highest standards of quality customer service to all visitors and customers.

Our customers

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; researchers; students; government agencies; cultural institutions; partners, sponsors, and other stakeholders.

Our **Customer Charter** recognises the importance of excellent customer service in building long-lasting and valued relationships with our audiences, which helps us fulfil our commitment to providing a high standard of customer service and outlines the levels of service you are entitled to from Crawford Art Gallery. In delivering this service, we will:

- Aim to craft simple and enjoyable customer experiences across all engagement platforms.
- Treat you with courtesy, professionalism, and efficiency.
- Ensure staff, regardless of their role, are proactive, friendly, approachable, and knowledgeable in their field.
- Listen to your needs and aim to meet or surpass your expectations.
- Address your enquiry or issue promptly and effectively.
- Dedicate ourselves to seeking and learning from feedback to continuously enhance our customer service.

Our commitment

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

- A quality visitor experience
- Considered well-curated, well-moderated programmes in our Galleries and associated spaces.
- Inspiring and engaging experiences
- Excellent knowledge and learning gained through our programmes, lectures, and workshops.
- An inclusive visitor experience – recognising each visitor as an individual
- An inclusive, accessible and secure Gallery for everyone
- Knowledgeable, helpful, expert-trained staff

Your feedback helps us evaluate how well we fulfil our commitment. Our Customer Charter is reviewed regularly.

Learn and Explore

We will interpret our Collection and ensure it is accessible through:

- Exhibitions – on-site, loan, and online access
- Publications
- Seminars, workshops and other activities
- Special public events
- Gallery tours and talks.
- Research

Help Us to Help You

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

- Providing feedback and suggestions about our service
- Reporting any issues as they arise.
- Participating in any customer surveys we conduct
- Providing us with all the information we need to assist you.

We also anticipate 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

Tel number: + 353 (0)21 4805042

To ensure this charter continues to reflect the Gallery's needs and expectations, it will be reviewed regularly, with a comprehensive review carried out every three years.

CUSTOMER CHARTER ACTION PLAN:

Communication with our Customers	Crawford Art Gallery responds to telephone, mail, and email enquiries regarding our services and corporate operations. We will always treat you fairly.	Telephone We will: • Respond to your telephone inquiries promptly and courteously. • Provide routine information upon request • Send your query to the correct department • Provide the relevant contact details for the staff member you are being directed to. • Ensure voicemail greetings are up to date. • Reply promptly to voicemail messages. Mail and email • Acknowledge all written communications, including emails, within 5 working days. • Provide routine information upon request • Respond 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. • Ensure that staff use automated email messages when out of the office so that the customer is provided with an alternative contact within the relevant office. • Provide contact email addresses on our website,
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		www.crawfordartgallery.ie , and in other corporate materials.
Complaints	We will ensure that complaints are dealt with promptly, fairly and impartially. Complaints can be directed as follows: Email: info@crawfordartgallery.ie Post: Administration Manager, Crawford Art Gallery, Emmet Place Cork T12 TNE6 Telephone: 021 4907852	All complaints will be: • Acknowledged within 3 working days and responded to within 10 working days. • Handled in a fair and proper manner • Treated in confidence unless a complainant wishes otherwise, and subject to our obligations under the Freedom of Information Act, Data Protection, and access to information. • If we have made a mistake, we will correct it promptly and provide an explanation and apology. • If you remain dissatisfied, we will inform you of your further right to refer the matter to the Office of the Ombudsman.
Website	Crawford Art Gallery's website is one of our main channels of communication, providing information on our Exhibitions, Programmes, Collection, and Services. Our website will be supported by our social media channels including, Facebook, Twitter, LinkedIn and Instagram amongst others,	Our website will be: • Current • User-friendly • Compliant with accessibility standards • Relevant to our readers' needs regarding information on Programmes and our Collection. • Current with the procedure for making a complaint We will respond to your comments about the website's

		quality and continue to improve it to meet our customers' needs.
Child Protection Policy	Crawford Art Gallery is committed to a child-centred approach in its work with children and young people, providing a safe environment and experience where the welfare of the child or young person is paramount. Our child protection policy has been written in accordance with the recommendations of <i>the Children First Act 2015 and Children First National Guidance for the Protection and Welfare of Children, 2017</i> .	We will update policies to fully comply with any additional legislation enacted regarding the protection of children.
Equal Opportunities Policy and Gender Policy	We are fully committed to providing a service that is accessible and relevant to all our customers, recognising and respecting the needs and aspirations of specific groups.	• Crawford Art Gallery will ensure the rights to equal treatment, as outlined by equality legislation, and embrace diversity to promote equality for the groups protected by law (including 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 identify their access needs and provide appropriate staff training to uphold the Equal Opportunities Policy. • We will ensure all customers are treated equally and in accordance with relevant legislation.
Freedom of Information	The Freedom of Information Acts of 1997, 2003, and 2014 (the FOI Acts) are meant to give the public access to information held by public bodies that is not normally	• FOI Requests to the Crawford Art Gallery must be made in writing and addressed to the Head of Operations, Crawford Art Gallery, Emmet Place, Cork, T12 TNE6, or sent to

	available through other sources. Access under the Acts is subject to certain exemptions and follows specific procedures and time limits.	foi@crawfordartgallery.ie . The request must clearly state that it is made under the FOI Acts, specify the preferred method of access, such as a copy of the record or an opportunity to view the record, and be accompanied by the appropriate fee. • Further information is available on our website www.crawfordartgallery.ie
Feedback	We see feedback as essential to understanding our customers' needs and expectations. We welcome your comments, suggestions, and views on any aspect of our services, as we believe this will help us serve you better.	We will: • Encourage staff to use their daily interactions with customers to gather feedback on the quality of service provided.
Official Languages Equality	Provide quality services through Irish and inform customers of their right to choose to be dealt with through both of the official languages.	CAG will: • Comply with the obligations under the Official Languages Act 2003 • Publish all major publications such as our Annual Report, in Irish and English • Reply in Irish to all correspondence received in Irish • Main signage in our building will be in both official languages
Physical Access	Provide for an accessible public building, which complies with occupational and safety standards, and as part of this, facilitate access for people with disabilities and others with specific needs.	We will: • Ensure that the capital refurbishment of the building – 2025-2027 will provide equal and universal access for all • Regularly review CAG's Health and Safety Statement to ensure compliance with relevant legislation and adequate safety procedures are in place.

		To ensure that any issues or difficulties in relation to any accessible need can be addressed without delay, visitors can email the Access Officer at hr@crawfordartgallery.ie
Internal Customers	Crawford Art Gallery recognises that staff are internal customers and that they are properly supported and consulted with regard to service delivery issues and visitor experience. Our staff are valued and respected as part of one team that delivers excellence to the public and each other and our values are embedded in everything we do.	We will: - Attract, develop and mentor staff to enable each individual to provide a service experience that will enrich all who visit Crawford Art Gallery. - Foster a collaborative culture of inclusivity, diversity and equality