

<p>Crawford Art Gallery</p> <p>Policy and Procedures</p>	<p>Crawford Customer Charter and Action Plan</p> <p>Number: 027</p> <p>Page 1 of 5</p>	
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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 art works, and art works on loan for the public benefit.

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. A priority for Crawford Art Gallery is to deepen and expand our connections within our immediate context, our visitors, our creative community, our funders, our National Cultural partners and our stakeholders.

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

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

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; 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 creating sustained and valued relationships with our audiences, which will assist us in our commitment to deliver a high level of customer service and set out the standards of service that you are entitled to expect from Crawford Art Gallery. In delivering this service we will:

- Seek to create easy and enjoyable customer experiences across all platforms of engagement
- Treat you with courtesy, professionalism and efficiency
- Ensure staff whatever their role will be proactive, friendly approachable and knowledgeable in their field
- 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 in a timely and efficient manner
- Commit to seeking and learning from feedback, to continuously improve our customer service

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Our commitment

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

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

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 it accessible through:

- Exhibitions – on site, loan, & online access
- Publications
- Seminars, workshops and other activities
- 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 Programmes and our Collection.
- Up to date with regard to the 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:

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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.
- Ensure that staff use automated email messages when out of the office to ensure that the customer is given another point of contact within the relevant office
- Provide contact email addresses on our website, www.crawfordartgallery.ie and in other corporate material

Complaints

We aim to deliver the best possible service to our customers. If you are dissatisfied with the quality of 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. 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 Act, Data Protection and access to information.

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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 and Children First National Guidance for the Protection and Welfare of Children, 2017*. We will develop policies to fully meet the requirements of any additional legislation enacted in relation to 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 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. We will ensure that all customers are treated equally and in accordance with relevant legislation

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. The request must state clearly that the request is made under the FOI Acts, specify the manner of access 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

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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 Tel number: + 353 (0)21 4805042