

# Dunollie Preservation Trust | Customer Care Policy



## Our Customer Care Policy

Dunollie Preservation Trust aims to enable people to discover, enjoy and learn from the heritage of Dunollie and the Clan MacDougall as key players in the story of Argyll. It will create access to the objects and archive held by the MacDougall of Dunollie Preservation Trust and the Hope MacDougall Trust, and will establish a base from which to explore Dunollie Castle and the surrounding historic landscape. We are dedicated to providing exhibitions and activities that inspire and educate our visitors, and to provide enjoyment for all through our world class service to our visitors and stakeholders.

We conserve, interpret, and make our collections available in a safe and secure environment, and our staff and volunteers are dedicated to the provision of a high quality, customer focussed, and friendly service to all our users.

Our staff and volunteers are committed to promoting the visions and values of our organisation, and to delivering the standards contained in this policy.

## **Our Customer Commitment**

### Access for all to knowledge, education, and activities

We charge an admissions fee which is clearly displayed on point of entrance. We strive to make our exhibitions and facilities as accessible as possible to all our visitors. Dunollie Preservation Trust is committed to documenting its collections in order to ensure that information about the collections is accessible and that its responsibilities to its Trustees, donors, researchers and lenders are fulfilled.

### Investing in people and developing potential

Dunollie Preservation Trust is committed to providing an environment in which staff and volunteers are encouraged, through training and development, to be effective and motivated to give their best.

### Demonstrating excellence

We strive for excellence in all that we do and communicate this to our visitors. We will continue to strive to meet the high standards demanded by our visitors, community and awarding bodies.

### Innovation and improvement

We are committed to delivering new, well presented, and relevant exhibitions and events to our audience, and will encourage our staff and volunteers to be innovative in their approach and judgement of audience expectation. Our support services are regularly monitored, and improved in response to feedback and complaints.

### **Working through partnerships**

We are committed to working in partnership with other museums, organisations and stakeholders to achieve our objectives, demonstrate the wealth in our collection, and contribute to a nationwide appreciation of our heritage.

### **Working with the local community**

We will develop and nourish partnerships within, and beyond, our local community that are beneficial to our audiences. We are committed to providing exhibitions, events and activities that celebrate our community and heritage.

### **Equal Opportunities**

We will strive to ensure equal, inclusive, and courteous treatment of all our visitors, staff and volunteers, and foster a positive approach to Equal Opportunity across our organisation. We will identify barriers to participation and learning, and work with our staff, our visitors, our community, and our supporters, to remove them.

### **Our Retail and Cafe Outlets**

We strive to provide excellent help and service to all of our customers, visitors, staff and volunteers, whether in person or via email and telephone. Our online shop has been designed with the user in mind and we aim to respond to all queries within 3 working days. Everything is checked before sale and we work hard to ensure any complaints or issues are dealt with quickly to ensure the satisfaction of the customer.

### **Our Promise to You**

Our standards of service are designed to support the aims and objectives of Dunollie Preservation Trust in pursuit of its purpose to enable people to discover, enjoy and learn from the heritage of Dunollie and the Clan MacDougall as key players in the story of Argyll.

We are pursuing a reputation of excellence for our exhibitions, facilities and services and ensure that they are accessible to all our visitors, both physically and intellectually. We consult with our visitors about our services and listen to what they have to say.

We operate a simple and effective complaints procedure, designed to resolve problems, prevent them recurring, and improve our services. Complaints will be given a high priority for investigation and will receive a written response.

We publicise and market our exhibitions and facilities to the widest possible audience.

We will provide accurate information, and promotional material about our exhibitions, activities, events, and facilities.

We provide clearly displayed information signage regarding access to the 1745 House Museum, gardens and Dunollie Castle, ticketing charges, special events, closures and equipment failure.

Our staff and volunteers offer high standards of courtesy, helpfulness and knowledge, are identifiable to our visitors, and will deal efficiently and courteously with all enquiries.

We encourage comments and feedback from all our users and visitors, and provide comments cards for this purpose, which are located at our Information and Reception Desks, and in our galleries.

We will monitor our standards of service through evaluation of visitor comments and complaints, and regular visitor surveys.

Telephone calls will be answered within six rings or where possible, be received by an accurate voicemail message.

All general enquiries to Dunollie Preservation Trust or Dunollie Museum, Castle and Grounds by email, letter and telephone will be responded to within five working days.

We will publish through the web, and on site, clearly displayed information.

### **Implementation**

The Visitor Services Manager is responsible for the organisation and co-ordination of training in relation to customer care. All staff should be trained to be aware of this customer care policy and training should be included in the induction training for all new staff.

This policy has been written by the Dunollie Preservation Trust staff team and approved by the Dunollie Preservation Trust.