

CUSTOMER CARE CHARTER

Our commitment to you

Our service will be prompt and efficient

- We will help you quickly at all service points
- We will put right problems we have caused
- We will provide clear information in Welsh and English in a range of accessible formats

Our service will be professional and courteous

- We will serve you in a friendly and respectful manner
- Staff will be trained to give you appropriate advice
- We will keep your personal information confidential in line with the data protection legislation
- We will comply with copyright and freedom of information legislation
- If we cannot answer your enquiry here, we will guide you to someone who can

Our service will be reliable and consistent

- Our premises will be open during advertised hours
- Our website and online services will be available as much as possible
- We will aim to provide sufficient staffing of our services within available public funds
- We will provide a safe and clean environment
- We will manage noise levels within the Reading Room
- Equipment will be kept in good working order and that faults are fixed quickly
- We will provide correct and up-to-date information and guidance
- We will give reasonable notice of any change in the service hours

Our service will be responsive

- We will reply to the comments (where contact details are available) within 10 working days
- We will hold surveys throughout the year and report the findings, acting on any feedback we have received
- Comments forms will be available at every service point

Our service will be fair to everyone

- We are committed to providing the same level of service to all users
- We will make every effort to meet the needs of users who require special assistance
- We will ensure that staff are trained to understand matters relating to disabilities of all kinds

Our targets

- All enquiries received through the Online Enquiries Form will receive an immediate acknowledgement
- We will aim to respond to 90% of enquiries by letter, e-mail, phone within 10 working days of their receipt at the Library. We will aim to answer more complex enquiries, including Freedom of Information enquiries, within 20 working days
- We will aim to deliver items requested before 4.15pm in the Reading Room within 45 minutes of their being ordered on Mondays to Fridays (conservation requirements may mean that this delivery period could be considerably longer for specific categories of items)
- We will aim to respond to complaints in writing within the timelines specified in our Complaints Policy

If you have a complaint or suggestion

- You can speak to the senior staff on duty
- You are also welcome to complete our Compliment, comments and complaint form. Forms are available at every service point.
- Alternatively, you can submit a comment or complaint via our Online Enquiries Form (<https://www.library.wales/enquiries>)
- Your feedback will be dealt with in accordance with our Complaints Policy

Commented [BE1]: Angen linc newydd

What we ask of you

- Please be clear in your communication
- Please follow the Library rules and conditions
- Please treat our staff and other visitors with respect

Reviewed and updated April 2026