

# CUSTOMER CARE CHARTER

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## Our commitment to you

### Our service will be prompt and efficient

- We will seek to offer prompt assistance at all service points
- We will make every effort to rectify problems of our making
- We will provide clear information in Welsh and English in a range of formats

### Our service will be professional and courteous

- We will seek to serve you in a courteous and friendly manner
- We will ensure that we are trained to give you appropriate advice
- We will keep your personal information confidential in accordance with the Data Protection Act 1998
- We will comply with any relevant legislation pertaining to copyright and freedom of information
- We will seek to refer you to other sources of information if we cannot answer your enquiry here

### 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 seek to provide adequate staffing of our services within available resources from public funds
- We will provide a safe and clean environment
- We will seek to regulate noise within the Reading Rooms
- We will ensure that equipment is working and that faults are rectified as soon as possible
- 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 respond to the comments we receive where contact details are available within 10 working days
- We will hold surveys throughout the year and report the findings in our blog or via social media

- We will provide comments forms 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 or fax 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 seek to answer 95% of all telephone calls within 30 seconds
- We will aim to deliver items requested before 4.15pm in the Reading Rooms 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 Policy for Handling Comments and Complaints.

### **If you have a complaint or suggestion**

- You are welcome to submit comments or complaints verbally to the senior staff on duty
- You are also welcome to complete a comments form. Forms are available at every service desk.
- Alternatively, you can submit a comment or complaint via our Online Enquiries Form <https://www.llgc.org.uk/en/services/enquiries/nlw-enquiries/>
- Your feedback will be dealt with in accordance with our Policy for Handling Comments and Complaints

### **What we ask of you**

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

**Reviewed and updated September 2017**