

## 1 Collections Management Policy

- 1.1 The acquisition and disposal policy of the Museum is published.
- 1.2 The Museum is committed to documenting its collection in order to ensure that its responsibilities towards donors and lenders of items are fulfilled, and that information about its collections can be made readily accessible to users.
- 1.3 Information about exhibits is displayed on caption boards, information panels and interactive kiosks.
- 1.4 Where a visitor specifically requests to view an item held in the Reserve Collection this can normally be arranged, subject to the visitor attending the off-site storage location at a mutually convenient time.

## 2 Customer Care Policy

- 2.1 The Museum will be open for 100% of the advertised opening hours.
- 2.2 Telephone calls to the Museum switchboard will always be answered in person by a member of staff.
- 2.3 There is a 24 hour recorded information line, with regular updates.
- 2.4 Responses to business letters, faxes and e-mails and offers of donations will normally be within five working days.
- 2.5 Enquiries about the collection and matters requiring research will normally be replied to within 20 working days.
- 2.6 Complaints will be given the highest priority for investigation and written response.
- 2.7 All areas accessible to the public will be maintained in a clean, presentable and safe condition at all times. Toilet facilities will be inspected regularly. Advice is given to the public on how to bring to notice matters requiring attention.
- 2.8 Information will be communicated during the day when applicable.
- 2.9 The Museum aims to keep open at least 90% of the visitor designated areas, except in case of *force majeure*.
- 2.10 The Museum aims to repair 80% of defective mechanical and electronic displays within 3 working days, 95% within five working days and 99% within 10 working days. The Museum aims to keep 90% of Aeronauts Interactive exhibits operable at all times.
- 2.11 All staff wear name badges and are expected (and encouraged) to deal with questions and matters raised by visitors. Staff are authorised to use their discretion in order to assist and escort visitors who specifically wish to view an exhibit which may necessitate accompanying them onto the white areas.

## 3 Access Policy

- 3.1 Signs on routes to the Museum, by road and public transport, are regularly inspected for accuracy. Omissions and defects are reported to the signing authorities.
- 3.2 The Museum maintains a car park for the sole use of visitors.
- 3.3 Within the site, location maps are displayed and information boards are located at key points.
- 3.4 Road maps, tourist information and local information are available from the Admissions Point.
- 3.5 Exhibit areas and toilet facilities are accessible to wheelchair users.
- 3.6 Facilities for parents with babies are provided at key locations.

## 4 Admissions Policy

- 4.1 The conditions of entry are clearly displayed in advance of the admissions point and on the website.
- 4.2 We reserve the right to refuse admission to the Museum
- 4.3 Where charges apply, the rate and any concessionary rates are clearly displayed.
- 4.4 Children under 16 must be accompanied by an adult at all times.

## 5 Display & Education Policy

- 5.1 The Museum is committed to providing displays which interpret its collections in ways which are interesting, stimulating and enjoyable for visitors.
- 5.2 Displays are designed for the maximum accessibility, consistent with the long-term survival of the collections.
- 5.3 Each day the Museum will provide, through the Society of Friends of the RAF Museum tours and demonstrations on some aspect of the collection. These tours and demonstrations will be announced in advance and be at no charge to individual visitors.
- 5.4 The facility exists for groups to pre-book tours or demonstrations for their own parties. For this a charge will be made.
- 5.5 It is the intention of the Museum to provide abstracts of all aircraft exhibit captions in French and German as well as English.
- 5.6 The Museum is committed to helping teachers by presenting its collection material in a form that supports the National Curriculum. Staff in the Education Department undertake to provide material and, by prior arrangement, assisting teachers by giving talks and demonstrations.

- 5.7 In order to publicise the Museum, staff will attend local and national events and give talks to groups.

## **6 Safety Policy**

- 6.1 The safety of visitors and staff is taken very seriously. In support of this the Museum has appointed a member of staff with responsibilities for all Health & Safety matters. However, all members of staff have a responsibility for ensuring the safety of themselves and others - including visitors.
- 6.2 The Museum operates a 'No Smoking' policy in all buildings.
- 6.3 Fire system tests are carried out weekly.
- 6.4 Visitors' personal possessions may be handed in to the staffed cloakroom adjacent to the admissions points. The carrying of umbrellas and other such objects within the Museum is discouraged for reasons of safety.
- 6.5 The Museum reserves the right to conduct appropriate security measures.

## **7 Monitoring & Evaluation Policy**

- 7.1 The Museum seeks and encourages feedback by actively canvassing the comments and perceptions on the quality of service from individuals and groups including: -

Visitors  
Special interest groups  
Royal Air Force personnel  
Local community  
Staff

- 7.2 Forms for visitor comments, complaints and enquiries are readily available from the Reception areas. Such feedback is welcomed and will be responded to as if received by letter.

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## **Customer Charter**

**Our purpose is to tell the story of the Royal Air Force through its people and collections.**

- For our visitors, we make our collections and the RAF story relevant and stimulating
- For current and former RAF personnel and their families, we preserve, honour and share the stories of their service
- For our nation, we help people to understand the impact of the RAF in the world

**Our ambition is to ensure that the Royal Air Force's story endures and enriches future generations.**

### **Our Promise**

We promise to do this by the integrated use of exhibitions, collections and the knowledge and expertise of the staff. We aim to maintain our position as a centre of excellence, to enlighten, excite and entertain our customers and provide them all with a quality service

In using the term 'customer', the Museum recognises that it provides a service to more people than those who actually visit the site. The Museum also recognises that its customers extend from aviation enthusiasts to those who visit the site as part of a leisure experience. As such it needs to both appeal to and attract from a wide range of ages and expectations. The aim, in all cases, is to exceed those expectations and make every customer a natural ambassador for the Museum.

The **Customer Charter** is the means by which the Trustees and staff of the Museum translate the Mission Statement and Promise into action - by setting out the levels of service that users of the Museum, be they visitors, researchers, customers, suppliers, borrowers, or lenders can expect.