

5.2A Customer Service Policy

Purpose	To ensure we deliver a high level of customer service at Canterbury Museum operated sites.
Scope	All Board members, staff, Research Fellows, Research Associates, volunteers, Visiting Researchers and lessees.
Review Date	June 2029
Policy Statement	<p>We are committed to providing our customers external and internal with the best possible level of service; they are at the heart of everything we do.</p> <p>Outstanding customer service is embedded in our culture and underpins how we work with each other, with our stakeholders and with the public.</p> <p>Outstanding customer service is delivered in all our interactions regardless of whether we are on the phone, the gallery floor, online or representing Canterbury Museum, Ravenscar House Museum or <i>Quake City</i> externally.</p> <p>We are committed to continuous improvement and we welcome feedback.</p>

Policy adopted by the Canterbury Museum Trust Board
on 10 June 2024 for immediate implementation