

BOURNEMOUTH NATURAL SCIENCE SOCIETY (BNSS) CUSTOMER CARE POLICY.

November 2014

- BNSS will provide a stimulating experience and introduction to the natural world as demonstrated by our collections for our visitors and members
- We will actively play a role in the local community providing access to all age groups together with stimulating exhibits.
- Our volunteers will provide expert assistance to all ages and capabilities with politeness and cheerfulness. We are all committed to the principles of the policy.
- We will provide a safe and secure environment for all to enjoy



What we will do

- We will aim to achieve excellence in the things that we do such as exhibitions, display of our exhibits, lectures, our facilities and the services that we provide
- We will organise educational events for young people, school visits both to and from the museum, group visits for local organisations and the facilities for research by both professionals and interested amateurs.
- We will publicise our activities in the local media, by flyers and on our website.
- We encourage comments and feedback from our visitors in order that we can improve our service to you. Questionnaire forms are available in the reception area.
- We operate a Complaints Policy to resolve any complaints rapidly and with the minimum of fuss.
- We will make the collections available to all people. Although our disabled access is limited with direct access only to the lecture hall and to the ground floor via a chair lift we will attempt to show items from the other rooms if requested.
- We will examine visitors' own items to identify them where possible and to explain their context.
- Our fire alarms are regularly checked and maintained.
- Our Emergency Plan is understood by our volunteers and is regularly reviewed.
- We apply a Child Protection Policy.
- Telephone calls will be answered as soon as possible or voice-mails and e-mails responded to within three working days as far as possible.
- Our volunteers will be courteous, helpful and knowledgeable in response to queries.
- Our volunteers have followed a course of instruction on the facilities and operations of the museum and are experienced in their own fields.
- Our website contains the forthcoming programme of events including lectures, field trips, special events and young people's activities. It also gives an indication of the items contained within our collections together with contact names and open times
- We will not discriminate on grounds of race, ethnic background or religion, or any other characteristic listed under the Equality Act (2010).