

## **CUSTOMER CARE MAIN RECEPTION AND SHOP**

### **Our commitment:**

#### **Our service will be prompt and efficient**

- We will seek to answer telephone calls after no more than 7 rings
- 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 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 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

### **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. You will receive an acknowledgement of your comment within 5 working days and a full reply from a member of the Library's Executive Team within 10 working days
- If you wish to write to us, please address your comments to:

Mr. David Michael  
Director of Corporate Services  
The National Library of Wales  
Aberystwyth  
Ceredigion  
SY23 3BU  
david.michael@llyc.org.uk

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

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