

The Princess Royal Class Locomotive Trust

CUSTOMER CARE POLICY

Last reviewed 2015

PRCLT ACCESS POLICY STATEMENT

The Trust is committed to providing public access to its collections so that our steam locomotives, coaches and associated items can be enjoyed by the general public and used to provide learning opportunities through the stories they tell. We aim to make our collections as accessible as possible by identifying and removing physical, intellectual, social, geographical and cultural barriers, as far as possible. We endeavour to cater for different needs by providing access to our collections in a variety of ways including displays, guided tours and events at the West Shed Museum. This is supported by maintenance of our website, publications, encouraging research into our collections and the operation of steam locomotives and rail tours.

We will review the accessibility of our collections and identify how improvements can be made through regular self-assessments and ongoing consultation with the public.

We recognize that for visitors to enjoy access to the collections there must be a policy for 'customer care' that is followed by all staff and volunteers, particularly those acting in a front of house role at the West Shed. We will also encourage a positive approach to Equal Opportunities across our organisation.

INTRODUCTION

The PRCLT engages with members of the public in a variety of ways:

- Face-to-face contact at the West Shed and on train trips.
- Over the telephone.
- In writing, through letters, reports and other forms of written communication.
- Online and via e-mail enquiries.

(1) Face-to-face contact at the West Shed and on train trips:

On joining the PRCLT volunteers will be given a 'Volunteer Handbook' which includes a basic code of conduct for behaviour in the West Shed when open to the public, which is to be followed by all volunteers including those in the workshop who do not deal directly with visitors. The Volunteer Handbook also contains reference to all of the Trust's key policies, including the 'Safeguarding and Child Protection Policy', with its code of conduct. Volunteers will be required to sign an agreement to confirm receipt of the Handbook and acceptance of the guidelines contained in it.

One of the roles carried out by volunteers at the West Shed is to act in a 'front of house' capacity by welcoming visitors, providing information, answering questions and being present to sell souvenirs. Although there are volunteers who are only interested in workshop related tasks and do not deal directly with members of the public, it is important that the following general code of conduct is followed by all volunteers, regardless of the roles they carry out. This is to ensure that the PRCLT is seen as a professionally run organisation which provides a welcoming environment for visitors. This is particularly important as a lot of the facilities and restoration projects at the West Shed have been funded by the Heritage Lottery Fund from public money, which relates to many of our

visitors. We also benefit from donations from visitors, who would obviously not donate if they had a bad experience during their visit.

General Code of Conduct:

- Be polite if a member of the public approaches you or speaks to you.
- No swearing or offensive language in public areas where visitors may be present, including the workshop if visitors are visible on the viewing gallery.
- If you find someone in a restricted area, e.g. the workshop, politely re-direct them to the designated public areas. Sometimes workshop doors are left open temporarily whilst shunting takes place and visitors may accidentally wander in, so it is not always an intentional ignoring of signs!

'PMR Tours' Stewards are provided with their own guidelines, which includes dealing with complaints from passengers.

(2) Over the telephone:

Telephone calls go directly to the museum office. Calls will be answered within 6 rings where possible, or be received by an accurate voicemail message. All answer phone messages are returned the same day as receipt when the office is manned, even if it is to say that a more detailed answer will be forthcoming in due course. Telephone calls to the workshop phone line are primarily relating to internal activities as this number is not made available for public use.

(3) In writing, through letters, reports and other forms of written communication:

- We aim to deal with all enquiries within 5 working days, even if it is to say that a more detailed answer will be forthcoming when possible.
- We will use newsletters and notices to correspond with our members and volunteers to keep them up to date with events, activities and changes.

(4) Online and via e-mail enquiries:

We will use the PRCLT website to publish information about the Trust and how the public can visit the West Shed, make enquiries or book on a rail tour. We aim to deal with all enquiries within 5 working days and emails are answered the same day as receipt, even if it is to say that a more detailed answer will be forthcoming.

CATERING FOR VISITORS WITH DIFFERENT NEEDS

The West Shed Museum aims to be as accessible as possible. Front of house volunteers will be made aware of the various provisions so that they can inform visitors about them to enhance their visit. Provisions include:

Visitors with Limited Mobility:

- A lift to allow visitors onto all three floors of the building.
- An accessible toilet.
- A viewing platform running around the workshop area, allowing visitors to view the area below through a transparent screen.
- Raised walkways alongside vehicles on display to see inside them.
- Dynamometer Car - virtual access to the interior of the vehicle via the nearby ground level video screen where the images from cameras inside the vehicle are transmitted for viewing.
- Saloon 45000: a folder showing photographs and a description of the interior of the vehicle which enables people who cannot physically ascend the viewing platform to learn about and visualise the inside of the vehicle.

Interpretive facilities to cater for visitors with different learning styles:

- Interpretive display boards with text and graphics.
- Infra-red triggered audio commentary domes.
- Animatronic life-sized figures representing Sir William Stanier in his recreated office and members of the test team inside the dynamometer car.
- A mini-cinema with 8 short films relating to locomotives in the collection, plus two additional video screens elsewhere in the museum.
- Extra levels of information for visitors who want it, including folders of information and reference books relating to the collections and railways in general, available in the Stanier Gallery.
- A library room available for people to make an appointment to look at books, photographs and other items in the stored collection.
- Interactive models – a push button cut-away diagram of the inside of a steam locomotive that shows visitors the different parts; a model demonstrating how the dynamometer car works.

Learning opportunities for children:

- The 'Maggie the Moggy' character with a linked quiz and trail of 'fun facts' around the museum.
- An area containing simple toys (jigsaws, model railway set, etc.)
- A mock-up locomotive driver's cab for children to sit in and pretend to drive a train by 'operating' the controls.
- A miniature locomotive that children can sit on.
- Free craft activities on selected days during school holidays.

COMMENTS AND COMPLAINTS PROCEDURES

- The PRCLT encourages comments, both positive and negative, from visitors.
- The PRCLT aims to provide a high standard of customer care to all its users. While great care is taken to ensure that all our services are provided efficiently and courteously, we accept that complaints will be made.
- Complaints will be investigated and used as means to improving our service standards. We will aim to deal with complaints quickly and take action to ensure that complaints of a similar nature do not arise again.

Visitors may make comments or complaints in the following ways:

- Writing comments in the 'Visitors Book', which is permanently left out in the museum.
- Writing comments on the 'comments cards' left out to be posted into a designated box.
- Providing feedback via Visitor Surveys on planned sample days.
- In person to front of house volunteers, who will be instructed to record such comments and forward them to the Museum Curator or a Trustee.
- In writing to the Trust.
- By email or by telephone.

We will monitor our standards of service through evaluation of visitor comments and complaints, and regular visitor surveys.

Guidelines for Front of House Volunteers to Respond to Complaints

If a visitor approaches you and wishes to make a complaint, the following options are available:

- Invite them to write their complaint down so that you can forward it to the Museum Curator or a Trustee for a response.
- Ask them to contact us by writing, emailing or telephoning.
- If they don't wish to do any of the above, make a record of the complaint yourself.
- Forward any written records to the Museum Curator or a Trustee within 3 working days to enable us to respond efficiently.

Contact details for the PRCLT:

By post:

Princess Royal Class Locomotive Trust, PO Box 6233, The West Shed, Ripley, DE5 4AD

By Email: westshed6233@btconnect.com

By Telephone: 01773 743986 (office hours Monday to Friday 0930 - 1630)

The above procedures should also be followed if a visitor enquires about something that you cannot answer yourself, e.g. enquiring about bringing a group to visit.

TEMPLATE COMMENTS/ COMPLAINTS FORM

Name and contact details if a response is required:

Name: _____

Postal Address: _____

Email: _____

Telephone: _____

Comment or complaint:

Your comments will be responded to within 10 working days.