

SIMT CUSTOMER CHARTER 2015.

We at SIMT will endeavour to provide:

1. Displays and events that are informative, stimulating and enjoyable
2. A prompt and helpful response to enquiries, requests, reservations, correspondence and comments from visitors
3. A friendly and courteous welcome to all visitors
4. A safe, clean and sustainably managed Museum, which, at the least, provides for the basic needs of our visitors
5. An inclusive service to all parts of the community
6. Make available an Access Statement describing the accessibility aspects of a visit to the Attraction.
7. Promotional materials containing an accurate description of the amenities, facilities and services of the Museum and contact details for all forms of available communication.
8. To describe accurately and display clearly:
 - any charges for entry including any additional charges
 - dates and hours of operation, both opening and closing.
9. Signage and orientation information to assist visitors in understanding, enjoying and navigating the Museum
10. Staff who can provide information and guidance about the Museum, and a Visitor Services team readily distinguishable as staff.
11. A prompt acknowledgement and response, to any complaints, by the staff available on site and at the time of the visit, followed by resolution at the next reasonable opportunity.
12. To provide a facility on site for comments to be recorded and to advise clearly the name and contact details (address, telephone and email) of the person to whom comments made by visitors should be addressed. (Please see below)

As a visitor please:

- Respect the rights of other visitors to enjoy the Museum in their own way
- Treat our staff with courtesy and respect – verbal and physical abuse will not be tolerated.
- Keep children within sight at all times and ensure their behaviour is appropriate to the area of the Museum they are in.

Further Information / communication

Any comments constructive or positive can be made:

- On the feedback form given out at admissions – these can be returned anonymously into the feedback form box opposite the shop.
- Via the website (www.simt.co.uk) contact form.
- By email to: ask@simt.co.uk
- Via social media (Twitter, Facebook and Tripadvisor)
- By post: Business Services Manager, Sheffield Industrial Museums Trust, Kelham Island Museum, Alma Street, Sheffield, S3 8RY