

High Life Highland Libraries

Customer Charter

High Life Highland is a charity developing and promoting opportunities in culture, learning, sport, leisure, health and wellbeing. The promises in this charter outline our commitment to providing a consistently high level of customer care to enable you to take full advantage of High Life Highland services which meet the needs of the community and are attractive, accessible and safe.

Looking after you

- We will communicate clearly with you.
- We will be trained and skilled to assist you and will attend to you within 5 mins at all facilities.
- We will be clearly identified, as a member of High Life Highland staff, by our name badges.
- We will dress in a clean, tidy, practical and presentable manner, appropriate to the task being carried out at the time.
- We will welcome you with a greeting or a smile and will acknowledge your departure.
- You can expect friendly and helpful service from our knowledgeable staff at reception and enquiry desks and also throughout the facility.
- We will recognise where you require assistance and offer to help, although we appreciate that some customers prefer not to be disturbed.
- We will ensure that we understand your needs correctly when assisting you. We will refer you to outside sources if necessary.
- We will answer enquiries professionally, effectively and discreetly.
- We shall resolve your enquiry at first point of contact and if this is not possible, explain what will happen next and how long it should take to complete your enquiry.
- We will acknowledge receipt of all enquiries within 3 working days and will endeavour to answer enquiries within 5 working days.
- We will answer your phone calls within 5 rings.
- We will keep you informed about forthcoming events.
- We will provide a service for you irrespective of your age, your cultural background, your ability or your gender.
- We will offer online services 24 hours a day, 7 days a week.
- We will use our monthly service reports to make sure that we are performing well and meeting customers' needs. We will take action if we are not.
- Your High Life Highland team will meet for regular briefings to ensure that you receive the highest level of care.

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Looking after your High Life Highland facility

- Your facility will be safe, clean, welcoming and attractive.
- The entrance area will be uncluttered and bright and will inform you about our services and promote our business.
- Reception/enquiry areas will be kept tidy and free of clutter. All work that can be done in work rooms will be done in work rooms.
- Posters and notices will be strictly limited to designated areas only and will be regularly maintained and updated.
- We will display accurate information about our services and we will give you at least three weeks' notice of any planned changes.
- The resources and services we provide will reflect the needs of our culturally diverse communities.
- All displays will be simple, effective and professional. No display will be less than 80% full. All staff will assume responsibility for keeping them topped up throughout the day.
- We will ensure that all equipment is maintained in good working order.
- Library shelves will be well stocked and tidy.

Working Together - How you can help

You can help us provide a first rate service by:

- Treating the facilities you use with respect.
- Showing consideration for other customers and staff.
- Using the hand sanitiser stations throughout the library.
- Abiding by our Acceptable Use Policy: <http://highlifehighland.com/libraries/internet-acceptable-use-policy>
- Letting us know if you didn't find what you needed and we will endeavour to help you.
- Telling your family and friends if you enjoyed your visit!
- Telling us if you didn't!

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Letting Us Know!

We need your views and comments to help us improve your High Life Highland services. We value your opinions and we welcome suggestions, comments and complaints.

We promise to respond to you quickly (within 3 working days of receiving your comments) and to treat all customers fairly. If you believe you have been treated unfairly please contact Julie Corcoran, Head of Libraries using the contact details below.

To let us know your views, please:

- Speak to any member of the High Life Highland team.
- Complete a High Life Highland suggestions, comments and complaints form available from any High Life Highland facility.
- Use the online form on the High Life Highland website to submit suggestions, comments and complaints www.highlifehighland.com
- We trust that this gives you a clear indication of the quality of service you can expect from us.
- We want to know what you think of these standards. Your views are needed to inform the way this Customer Charter will develop in the future.

Contact

You can contact your library service at:

High Life Highland Libraries

Library Support Unit

31A Harbour Road

Inverness

IV1 1UA

Telephone: 01349 781340

Email: libraries@highlifehighland.com



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