

## **Scarborough Maritime Heritage Centre (SMHC)**

### **CUSTOMER & COMPLAINTS POLICY**

We aim to:

- Provide free access to knowledge, education, and activities.
- Provide access to our collection, publications & website.
- Provide a friendly service, showing respect and sensitivity to everyone.
- Treat customers fairly, demonstrating our commitment to equality and diversity.
- Recognise and respond to any particular or special needs customers may have.
- Deal with requests and enquiries accurately, promptly and efficiently, offering an explanation if we can't answer a request or enquiry or to make referrals to other organisations.
- Respect customer confidentiality.
- Establish service standards and monitor our performance.
- Continue to develop our volunteers' expertise and skills.
- Encourage customers and the local community to participate in all our activities.
- Provide a pleasant and safe environment in our premises.
- Welcome customer feedback via our guest book, TripAdvisor etc.
- Should you have any complaints about the service we offer you or the way you are treated please contact the chairman, a committee member or trustee via [scarboroughmaritime@yahoo.com](mailto:scarboroughmaritime@yahoo.com) or call 01723369361 or write to 45 Eastborough, Scarborough, YO11 1NH.