

Corporate Customer Standards

At the London Borough of Richmond upon Thames Arts Service, we aim to provide a first class service for customers.

When you have contact with us in person, by telephone or by email we will:

- Liaise with you in a polite, professional and courteous manner.
- Respond quickly and efficiently in a clear manner to all enquiries.
- Provide clear, helpful and up to date information about our services through accessible channels.
- Encourage feedback and take account of comments made in order to improve service delivery.
- Treat all customers fairly and appropriately, ensuring that we take into account any specific needs arising from a person's race, gender, age, religion, sexual orientation or disability and ensure services are accessible through preferred options e.g. website, telephone and face to face.
- Let you know if we are unable to deliver a service and offer alternatives/signpost to other service providers.
- Ask for permission to collect and share your information within the Council, and keep information about you as accurate and up to date as possible - with your help.
- Provide all of the above whilst maintaining the historic integrity of the building/site.

If you are not happy with our service, find out how you can make a complaint [here](#)