



Durham County Record Office

# Customer Care Standards 2021 to 2024

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## **Customer Care Standards**

Our definition of a customer is anyone who visits or uses our service in person, by telephone, letter or email, online or at an event. We uphold Durham County Council's Customer Service Charter and Standards (<http://www.durham.gov.uk/customerfirst>) and supplement these with our own service-specific standards, which we have developed with our Friends group (FODCRO <http://www.durhamrecordoffice.org.uk/about-us/friends-of-dcro/>) using feedback from partners and users. We will do our best to help you.

We welcome your comments on our service. Please send these to [record.office@durham.gov.uk](mailto:record.office@durham.gov.uk).

### **When you visit us in person**

We will help you to:

- Access the appropriate person or service.
- Register as a user of the Archives service.
- Help you to identify and request the documents you need.
- Use our documents effectively and safely, whether they are available as originals or copies eg on microfilm/microfiche or a digital medium.
- Obtain copies where required, if possible (see below).

### **When you telephone us**

We will:

- Help you to find the information you need.
- Make sure our responses are clear, accurate, easy to understand and without jargon.
- Provide you with contact details of the person dealing with your enquiry.

### **When you email or write to us**

We will:

- Respond as soon as possible.
- If a reply is going to take longer than 10 working days, let you know and keep you up to date with progress.
- Make sure our responses are clear, accurate, easy to understand and without jargon.
- Provide you with contact details of the person dealing with your enquiry.

### **When you visit our website**

You will find:

- Information that is well organised, so it is easy to find what you want.
- Text in plain English, so it is easy to understand what you read.
- Our online catalogue, so you can identify and order documents before you visit.

- A selection of images to view online.
- Resources and online forms to help you use our services and collections.

### **When you ask us to do research for you**

We will:

- Charge a fee.
- Use experienced, professional staff.
- Enable you to order and pay for research online.
- Respond as soon as possible.

### **When you order copies from us**

We will:

- Respond as soon as possible.
- Publish annual fees and charges on our website:  
<http://www.durhamrecordoffice.org.uk/shop/fees-and-charges/>
- Provide clear information about copying costs and, where applicable, reproduction fees.
- Enable you to pay for copying services online.
- Provide good quality images whenever possible.
- Reserve the right not to copy documents where it would compromise:
  - the physical condition of the original document
  - any restriction imposed by the document owners
  - the rules regarding copyright
  - Data Protection legislation.

### **When we participate in other organisation's events**

We will:

- Comply with the requirements of event organisers.
- Let the organiser know in advance if we need any special equipment.

### **When we run our own events and activities**

We will:

- Start on time
- Deliver an enjoyable learning experience
- Let you know if there are any changes to advertised arrangements