



Our Customer Commitment

Access

Our admission charges and opening times are clearly displayed on site and through our website.

We are mindful at all times of the needs of those with different abilities and strive to meet them as far as possible.

The Soldiers of Oxfordshire Museum (SOFO) is committed to documenting and digitising its collections in order to ensure accessibility of information and the fulfilment of its responsibilities to donors, researchers and lenders.

People and Potential

SOFO is committed to providing an environment in which volunteers are encouraged, through training and development offered by, for example, the Oxfordshire Museums Council and the South and East Museum Federation, to be as effective and motivated as possible.

We continue to aspire towards the criteria set out within the Accreditation Standard and communicate our pursuit of excellence to our visitors.

Improvements

SOFO is dedicated to presenting new, informative and relevant exhibitions and events to our audience and we will encourage staff to be flexible and innovative in their approach to and judgement of audience expectation.

We regularly monitor our services and improve them in response to feedback and complaints.

Partnerships

SOFO is committed to working in partnership with other museums and organisations to achieve the objectives of our mission statement and contribute to a wider appreciation and understanding of the county's military heritage.

We will encourage partnerships within and beyond our local community that are beneficial to our audiences and provide exhibitions, events and activities that celebrate diversity.

Equal Opportunities

SOFO volunteers will ensure equal, inclusive and courteous treatment towards each other and to all our visitors, fostering a positive approach to Equal Opportunity across our organisation.

We will identify any barriers to participation and learning and work with our Members, staff, visitors and community to remove them.

Our Promise to Visitors

- Our standards of service are designed to support the aims and objectives of SOFO in pursuit of its purpose.
- We aim to achieve excellence in our exhibitions, facilities and services and ensure they are accessible to all.
- We consult our visitors and take into consideration their opinions.
- We operate a simple complaints procedure designed to resolve problems quickly and improve services. Any complaint will receive a written response.
- We publicise and market our events, exhibitions and facilities to the widest possible audience and provide accurate information and promotional material on site and through social media.
- We provide clearly displayed information signage regarding access, admission, special events, gallery closures, temporary hazards and equipment failure.
- We regularly update our Emergency Plan and communicate this to our staff.
- Our staff offer high standards of courtesy, helpfulness and knowledge, are identifiable to our visitors and will deal politely and efficiently with enquiries.
- We encourage feedback from our visitors and provide a comments book and questionnaires at the Reception Desk.
- Phone calls will be answered within 4 rings, or will then be directed to voicemail. Research enquiries will be answered within 10 days and written Research responses will be sent out within 16 weeks, bearing in mind the voluntary nature of our staff. The research facility on the website may be closed but this will be kept to a minimum period.

Comments and Complaints

SOFO encourages comments, both positive and negative, from visitors and while we aim to provide a high standard of customer care at all times, the Museum accepts that complaints will be made.

Whether a complaint is made verbally, by e-mail, letter or telephone, it will be investigated and answered, and used as a means to improve standards.

We will deal with complaints promptly and take action to ensure that a similar situation does not arise again.

Complaints Procedure

Stage 1

A complaint can be made in person to any staff member or by phoning the Museum Reception on 01993 810 210. They will either pass you directly to the Director (answerphone can be in operation) or by email to the Chairman or log your complaint for their attention.

Alternatively you can write to:

Museum Director
SOFO Office
Harrisons Lane
Woodstock
Oxfordshire
OX20 1SS

Or e-mail: museumdirector@sofo.org.uk

Stage 2

We will respond to all recorded complaints within 3 working days, a full response will be sent within one month. If the complainant is still dissatisfied, a meeting can be arranged with the Chairman to discuss the matter personally.

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