



Playhouse Customer Care policy

The Playhouse has a straightforward approach to customer care, service and support - essentially we treat our customers as we would like to be treated ourselves.

- We enjoy good, ongoing working relationships with our customers. Typically, this allows our staff to create friendly and supportive partnerships with all the members of your team.

We'll go the extra mile to ensure that your issues are addressed. Typically our arts centre is open for 12 hours a day, Monday-Saturday and we also answer and respond to queries outside of office/theatre hours if someone is available.

Quality statement

- Through our commitment to quality and customer service we provide a quality service (arts experience) to our customers. This also includes a fun experience; it's what the Playhouse is all about!
- Customers who call our offices will have their telephone calls answered quickly. Personal callers will not be expected to queue for too long and their enquiries will be answered promptly and courteously.
- All of our staff take personal responsibility for ensuring a quality outcome for your project.

Access

- Our customers are provided with support by telephone, fax, email and open 24/7 access to The Playhouse' website which answers many typical questions; www.derryplayhouse.co.uk

Service hours

- The Playhouse arts centre is typically open from 9.00am to 9:00pm, Monday to Saturday, and is open longer in the evening when performances are on. This excludes Bank Holidays.

Targets

Our main customer care targets are to:

- Answer all telephone calls at the first point of contact.
- Provide an excellent service and theatre experience to all our customers

- Respond to all queries on the same business day. Where a substantive response is likely to take longer, we'll send an acknowledgement and explain when you can expect to receive a full reply.
- Provide an ongoing support service to our customers, if this is required.

Managing the process

- We track and monitor enquiries to ensure our promises are delivered. The Playhouse will then analyse comments and complaints to learn what can be done to improve our services for the future.
- Customer care targets will be integral to the performance management systems of The Playhouse.
- Regular meetings will be held between front and back office and with all Playhouse departments to maintain service levels and communication.

Complaints:

- Any complaints received shall be recorded in a complaint form (copies held in the General Managers desk).
- Complaints should be dealt with immediately, and if this cannot happen, the person making the complaint should be informed in writing immediately and given a date for when the complaint shall be resolved
- If the member of staff feels that the complaint is a serious one, then it should be passed to the General Manager directly and after a departmental meeting, The General Manager shall resolve it
- Once the complaint has been resolved, a letter should be sent to the person making the complaint explaining how it has been resolved
- If the General Manager feels that the entire team at the Playhouse can learn from the complaint, then additional training shall be provided to appropriate members of staff.

This Policy was formally revised on October 2010, and adopted by The Playhouse Board on 5th October 2010.

Authorised Signature: _____

Position: _____

Date: _____