

Visitor Care Statement

We aim to provide the best environment possible for visitors to experience all that the Foundling Museum has to offer.

We aim to provide a service that is friendly, respectful and professional.

We want every visitor to look forward to returning to the museum and to recommend us to others.

We will ensure that:

- Every visitor is given a friendly welcome to the museum and is treated in a respectful manner
- We provide a safe and clean environment for visitors to experience the museum
- Any visitor queries are answered promptly or passed on to colleagues who can help
- We actively monitor visitor feedback via email, our visitor's book and comments made to staff and volunteers. We will use this information to constantly improve the service we provide
- Our visitors are kept safe on site. We will have first aid trained staff on site and to keep staff and volunteers trained in evacuation procedures
- We display up to date and accurate information relating to the Museums' activities
- We respond to email queries within five days

All Staff and Volunteers at the Foundling Museum will support these aims. The Museum will ensure that:

- Training for staff and volunteers is kept up to date and adapted when required
- The performance of the Visitor Services team is reviewed regularly