

NATIONAL MUSEUMS NI CUSTOMER CHARTER

At National Museums NI we are committed to providing a high standard of customer service that meets the needs of our visitors and exceeds expectations. We strive for excellence, to get it right first time whilst seeking to continually improve and enhance our service.

Our Customer Charter supports our organisational Vision and Values. As custodians of our collections, we strive to improve access to our stories, collections and shared heritage. Furthermore, it outlines our service commitment, communication methods, and response timeframes and outlines how you will be treated and what you can expect from your visit.



NNNi
**NATIONAL
MUSEUMS NI**

HOW TO CONTACT US

NNNi
**ULSTER AMERICAN
FOLK PARK**

NNNi
**ULSTER FOLK
MUSEUM**

Ulster American Folk Park
2 Mellon Road
Omagh
BT78 5QU

Ulster Folk Museum
153 Bangor Road Cultra
Holywood
BT18 0EU



028 8224 3292

028 9042 8428



ulsteramericanfolkpark.org

ulsterfolkmuseum.org



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[@ulsterfolkmuseum](https://www.instagram.com/ulsterfolkmuseum)



[@folkparkomagh](https://twitter.com/folkparkomagh)

[@ufm_cultra](https://twitter.com/ufm_cultra)



info@nationalmuseumsni.org

NNNi
**ULSTER
MUSEUM**

NNNi
**ULSTER
TRANSPORT
MUSEUM**

Ulster Museum
Stranmillis Road
Botanic Gardens
Belfast
BT9 5AB

Ulster Transport Museum
153 Bangor Road Cultra
Holywood
BT18 0EY



028 9044 0000

028 9042 8428



ulstermuseum.org

ulstertransportmuseum.org



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[@utm_cultra](https://twitter.com/utm_cultra)



info@nationalmuseumsni.org



SERVICE COMMITMENT

We strive to:

- Treat everyone fairly and work towards making our museums as inclusive as possible
- Ensure visitors are greeted by our knowledgeable, friendly and respectful staff
- Provide a safe, welcoming, fun and educational environment
- Make our collections accessible to the widest possible audience
- Create memorable experiences and meaningful ways to get involved
- Improve our service, listen and take the time to understand our visitor needs

In return, we ask that you:

- Treat our staff with respect
- Respect our museums and collections
- Talk to our staff if you have any concerns relating to our museums
- Support our sustainability commitment to safeguard the environment for future generations through simple actions such as recycling and helping to keep our museums clean
- Support a safe and welcoming environment by following our Visitor Regulations, available on our websites



How we will measure our performance:

At the heart of our commitment to delivering exceptional experiences is the regular evaluation of our performance. To ensure we meet our goals and continually enhance our services, we engage in ongoing performance measurement through visitor feedback, surveys, and industry benchmarking.

General Enquiries – Response Timeframes



Phone

Answer your call within **6 rings**



Social Media

Respond to voicemails within **2 working days**



Email

Respond to your query within **2 working days**

Respond to your email within **3 working days**

Response timeframes may vary for more complex queries and during holiday periods.

Where a complaint is received, a separate process is followed. A complaint is acknowledged within 3 working days of written receipt with a response aim of 15 working days.

We aim to ensure that communications are actioned in a prompt, professional and courteous manner. We endeavour to ensure that our information is up-to-date, informative and meets visitor needs.

General Enquiries – Response Timeframes



Bookings

Respond to your event booking or group booking enquiry within **5 working days**



Letter

Respond to your letter within **7 working days**



Review Sites

Respond to your concerns raised via TripAdvisor or Google Review within **10 working days**

Response timeframes may vary for more complex queries and during holiday periods.

Where a complaint is received, a separate process is followed. A complaint is acknowledged within 3 working days of written receipt with a response aim of 15 working days.

FEEDBACK

We value the thoughts and experiences of all our visitors and actively encourage you to share your compliments, suggestions, or concerns. Your insights are instrumental in helping us refine and improve the services we provide.

Feedback can be given directly to our team during your visit, or if preferred, you can share your thoughts in writing by contacting us at **info@nationalmuseumsni.org**

Every piece of feedback is invaluable to our commitment to excellence and the continuous development of our museums.

FORMAL COMPLAINT

We want to know when an issue has arisen so that we can put it right. If you would like to make a formal complaint you can do so via **contactcentre@nationalmuseumsni.org** or in writing to: National Museums NI, Contact Centre, 153 Bangor Road, Cultra, BT18 0EU.

More information relating to our complaints process can be found on our website **nationalmuseumsni.org/policies-procedures**