

**Glasgow Museums - Performance against Corporate Standards
2018 Calendar Year**

	Glasgow Sport	Glasgow Museums	Glasgow Libraries	All Glasgow Life Venues
Offer a welcoming safe, clean and accessible environment.	Achieved ¹	Achieved ¹	Achieved ¹	Achieved ¹
Be recognisable by our badge or uniform.	Achieved ¹	Achieved ¹	Achieved ¹	Achieved ¹
Be professional and courteous.	Achieved ¹	Achieved ¹	Achieved ¹	Achieved ¹
Provide clearly worded, accessible and accurate information.		Achieved ¹		
Provide information about our services on request in a range of formats including large print, audio and community languages.	Achieved ¹	Achieved ¹	Achieved ¹	Achieved ¹
Respect our customers' confidentiality		Achieved ⁴		
Aim to meet customers and visitors with an appointment within 5 minutes of the agreed appointment time		Achieved ³		
Phone calls answered within 15 seconds during opening hours. If you phone us out of hours you will be able to leave a voicemail message.		Achieved ²		
Take and pass on your contact details if we can't reach the person you are looking for.		Achieved ¹		
Respond to voicemails, phone messages and social media enquiries within one working day.		Achieved ⁷		
Respond to email and textphone enquiries within 3 working days		Achieved ⁵		
Respond to letters and faxes within 5 working days		Achieved ⁶		
We will contact our customers to acknowledge their enquiry if we are unable to provide a full response within these timescales.		Achieved ⁵		

1 Mystery Visits.

2 Mystery Visit Summary Report Q1 2018/19

3 School workshop evaluations Question 12

4. In 2018 there were no complaints regarding privacy or confidentiality.

5 Based on a sample of 10 email enquiries received in 2019

6 Based on 54 customer complaints from Jan-Mar 2018

7 Glasgow Museums Engagement Report 28 Jan-03 Feb 2018