

**Glasgow Museums - Performance against Corporate Standards  
2019/20**

	Glasgow Sport	Glasgow Museums	Glasgow Libraries	All Glasgow Life Venues
Offer a welcoming safe, clean and accessible environment.	Achieved <sup>8</sup>	Achieved <sup>1</sup>	Achieved <sup>8</sup>	Achieved <sup>8</sup>
Be recognisable by our badge or uniform.	Achieved <sup>8</sup>	Achieved <sup>1</sup>	Achieved <sup>8</sup>	Achieved <sup>8</sup>
Be professional and courteous.	Achieved <sup>8</sup>	Achieved <sup>1</sup>	Achieved <sup>8</sup>	Achieved <sup>8</sup>
Provide clearly worded, accessible and accurate information.	Achieved <sup>8</sup>	Achieved <sup>1</sup>	Achieved <sup>8</sup>	Achieved <sup>8</sup>
Provide information about our services on request in a range of formats including large print, audio and community languages.	Achieved <sup>8</sup>	Achieved <sup>1</sup>	Achieved <sup>8</sup>	Achieved <sup>8</sup>
Respect our customers' confidentiality		Achieved <sup>4</sup>		
Aim to meet customers and visitors with an appointment within 5 minutes of the agreed appointment time		Achieved <sup>3</sup>		
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 <sup>2</sup>		
Take and pass on your contact details if we can't reach the person you are looking for.	Achieved <sup>8</sup>	Achieved <sup>1</sup>	Achieved <sup>8</sup>	Achieved <sup>8</sup>
Respond to voicemails, phone messages and social media enquiries within one working day.		Achieved <sup>7</sup>		
Respond to email enquiries within 3 working days		Achieved <sup>5</sup>		
Respond to letters and faxes within 5 working days		Achieved <sup>6</sup>		
We will contact our customers to acknowledge their enquiry if we are unable to provide a full response within these timescales.		Achieved <sup>5</sup>		

1 Self Assessments

2 Mystery Visit Summary Report Q4 2018/19

3 School workshop evaluations Question 12

4. In 2019 there were no complaints regarding privacy or confidentiality

5 Based on a sample of 10 email enquiries received in 2019/20

6 Based on 66 customer complaints from Jul-Sep 2019

7 Glasgow Museums Engagement Report 01 - 29 Jan 2020

8 Customer Satisfaction Survey