

## CUSTOMER CHARTER      OCTOBER 2003

The Irish Museum of Modern Art's mission is to foster within society an awareness, understanding and involvement in the visual arts through policies and programmes which are excellent, innovative and inclusive.

The Museum serves a wide range of publics, including general visitors, artists and arts professionals, donors and lenders and education and community groups. It also works with a number of other entities, such as the Department of Arts, Sport and Tourism, other Government Departments and agencies, the Office of Public Works and the media.

The Museum's activities can be divided into two main areas:

- the **Programming** areas, comprising the Exhibitions, Collection and Education and Community Programmes, the Artists' Work Programme and the National Programme
- the **Enabling** areas, comprising Finance, Public Affairs, Personnel and Administration, Operations and Security.

Further details on the work of the Museum are available on request.

Everyone at IMMA is committed to serving all of our visitors and customers in accordance with the highest standards of quality customer service. This Customer Charter and the associated Customer Action Plan have been put in place in order to improve customer service, by setting out and measuring customer service levels.

Across our full range of activities we undertakes to:

- Deal with all our visitors and customers courteously and equitably
- Provide prompt, accurate and full information on our programmes, services and facilities to general visitors to the Museum and to respond to substantial queries from general visitors within 20 working days

- Provide an initial response to telephone queries within two working days and a full response within 20 working days
- Provide an initial response to correspondence, by letter or email, within seven working days and a full response within 20 working days
- Provide an interim reply to let you know that the matter is still receiving attention, if a definitive reply cannot be issued within 20 working days
- Always give a name, phone number and email address to assist you in your dealings with the Museum
- Provide an accessible and fair complaints and redress system
- Ensure that our public spaces are safe, clean and accessible
- Work to continually improve our service to the public

In order to assist us in complying with these undertakings, we should be grateful if you would:

- Quote reference numbers, where available, in all communications with us
- Complete all applications/forms carefully, accurately and legibly
- Provide all necessary supporting material
- Ensure applications/forms are submitted in sufficient time

We welcome your comments as to how we might build on these commitments in the future. Comments can be made on our comment cards. Complaints can also be made on these cards.

If you wish to make a more serious or lengthy complaint please contact our staff at reception, where guidelines on making and dealing with complaints are available. All complaints will be acknowledged as soon as possible and,

in any event within five working days, and will be dealt with within 25 working days.

Contact details:

Quality Customer Care

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Dublin 8

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