



Wycombe Arts Centre LTD

15 Desborough road

High Wycombe

HP11 2PU

Registered charity No. 1136161

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www.wycombeartscentre.com

Customer Service & Accessible Customer Service Policy

1. General policy statement

- 1.1. This policy applies to all Wycombe Arts Centre (WAC) staff, volunteers, student placements and other third parties who deal with the public on behalf of WAC.
- 1.2. WAC is committed to providing its services in a manner that respects dignity, independence, integration and equal opportunity of people with physical, mental or social disadvantage.
- 1.3. WAC will develop, maintain and document an Accessibility Plan outlining the company's strategy to prevent and remove barriers from its premises and to improve opportunities for persons with disabilities
- 1.4. WAC is committed to giving people with disabilities the same opportunity to access our services and allowing them to benefit from the same services, in the same place and in a similar way as other customers

2. Policy mission

- 2.1. Ensure that all customers, receive the same consistent, high standards of customer service.
- 2.2. Ensure that customer service is an integral part of the planning, resourcing, and delivery of all services.

3. Guiding principles

- 3.1. Providing quality services in a friendly, efficient and helpful way.
- 3.2. Treating each person as an individual and support their individual needs.
- 3.3. Offering choices where possible.

4. Code of Practice

- 4.1. WAC is committed to welcoming people with disabilities who are accompanied by a service animal on the parts of our premises that are open to the public and other third parties.
- 4.2. WAC is committed to welcoming people with disabilities who are accompanied by a support person in order to help with communication, mobility, personal care, medical needs or access to services. At no time will a person with a disability who is accompanied by a support person be prevented from having access to his or her support person while on our premises.
- 4.3. Fees will not be charged for support persons who accompany a person with a disability to access services or events for which a customer fee is regularly charged.
- 4.4. WAC will provide a training for its employees and volunteers including:
 - how to interact and communicate with people with various types of disability
 - how to interact with people with disabilities who use an assistive device, service animal or support person
 - what to do if a person with a particular type of disability is having difficulty accessing our programs or services
 - staff will also be trained on an ongoing basis when changes are made to these policies, practices and procedures

4.5. WAC employees will:

- take into account individual needs when providing goods and services
- communicate in a manner that takes into account the guest's disability
- use alternative methods when possible to ensure that guests with disabilities have access to the same services, in the same place and in a similar manner;
- allow guests with disabilities to do things in their own ways, at their own pace when accessing goods and services as long as this does not present a safety risk;
- provide WAC accessibility policies upon request in an accessible format

5. Feedback

5.1. WAC welcomes all feedback as it encourages continuous service and program improvements.

5.2. Feedback will be recorded and followed up where possible.

5.3. Customers can share their feedback via:

- email feedback@wycombeartscentre.com
- phone: 01494 445517