

Our Promises

At The National Archives we want to help you find the information you need quickly and efficiently, whether your contact with us is in person, by letter, telephone or online. Whether or not your search is ultimately successful, we would like your experiences of our services to be positive.

We ensure that our staff are:

- efficient
- courteous and friendly
- helpful and responsive to your needs

Our staff shall:

- help you with a 'can do' attitude
- help you to get the best from our services by:
 - sharing their knowledge of our systems, services and record holdings
 - explaining and demonstrating our catalogues and equipment
- provide a contact for following up enquiries by:
 - wearing name badges
 - giving their name
 - signing letters personally
- apply the reading room rules
- where necessary, seek alternative approaches within the rules that meet your needs

What we ask of you:

- to be courteous
- to comply with the reading room rules
- to help us improve our services by giving us your views and by participating in our consultation exercises.

We all shall:

- help our future users by taking care of documents now to ensure that they survive in good condition. For the Record. For Good.

Jeff James
Chief Executive and Keeper
August 2014

