

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 online, in person, by telephone or by letter. We are committed to delivering a high quality service to all our visitors and users and we want your experience to be positive every time you visit us at Kew or online.

We ensure that our staff are:

- helpful and responsive
- courteous and friendly
- efficient

Our staff will:

- always endeavour to help you to the best of their ability and 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
- respond to enquiries as follows:
 - acknowledge receipt of letters and emails within 3 working days
 - reply to letters and emails within 10 working days
 - accept Live Chat calls within 3 minutes
 - answer 85% of telephone calls within 20 seconds
- 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 ensure you understand and comply fully 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.

Jeff James
Chief Executive and Keeper
June 2018

