

## YOUR VIEWS COUNT

- We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
- We promise to consider your views when setting our service standards;
- Inform us if you are not satisfied and are unhappy with our service delivery; and
- Give us your comments so that we can improve our service.

## WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive. We therefore request you to:

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the Directorate
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

### When you communicate with us, please provide the following information:

- Your full name
- Postal address/ email address/ telephone number/fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in our Directorate whom you dealt with as well as the date and the time of the communication to improve our services.

## FEEDBACK, COMMENTS AND COMPLAINTS

***If you have any comment, suggestion or a request about the activities or services of the Directorate you should contact:***

The Director: National Heritage and Culture Programmes  
Ministry of Education, Arts and Culture  
39 Robert Mugabe Avenue  
Private Bag 13186  
Windhoek

Phone: +26461276800

E-mail: [nhcp@moe.gov.na](mailto:nhcp@moe.gov.na)

- If you are not satisfied with the response from the Director you may take the matter up with the Deputy Executive Director: Lifelong Learning, Arts and Culture
- Should you still not be satisfied with the response or action taken you may approach the Executive Director
- Should you still not satisfied you may approach the Office of the Prime Minister.
- If still not yet satisfied you may approach the Office of the Ombudsman.



Ministry of Education, Arts and Culture

## CUSTOMER SERVICE CHARTER

**Department: Lifelong Learning, Arts and Culture (LLAC)**  
**Directorate: National Heritage and Culture Programmes (NHCP)**

The Directorate is responsible for promoting culture and heritage for sustainable development.



## **THIS CHARTER**

- Outlines the services we provide (What we do)
- Defines who are our Customers
- Reflects our commitments
- Sets standard of services that you can expect from us at all times
- State what we will do if you contact us
- States that your views count
- Indicates what we ask of you
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

## **WHAT WE DO**

- Identify cultural and natural heritage sites
- Identify intangible and tangible cultural heritage
- Define, conserve, safeguard, promote and protect cultural and natural heritage.
- Involve communities in the management, protection and management of the heritage properties for sustainable development
- Collect and preserve cultural and biological specimens of research and heritage significance
- Conduct research on natural and cultural heritage to add knowledge in the field
- Promote and market the use and visitation of the heritage properties and spaces
- Provide training and represent the views of communities in museums, historical places, and heritage sites exhibitions and displays.

## **OUR CUSTOMERS**

- Researchers
- Heritage custodians
- Traditional Authorities
- Students/Learners
- Tourists
- Public

## **OUR COMMITMENT TO YOU**

- ✓ Our commitment to our customers is the provision of efficient and effective services; and
- ✓ We strive to execute our duties within the following guiding **VALUES**
  - **Integrity** - We will demonstrate adherence to ethical principles while carrying out professional duties. Perform duties with integrity. Ensuring systems and procedures are rules compliant.
  - **Accountability** - We shall be accountable for carrying out responsibilities efficiently, timely and with integrity.
  - **Professionalism** - We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive.
  - **Commitment** - We shall be committed to the Ministry's objectives of providing accessible, equitable and quality education for all.
  - **Respect & Empathy** - We shall treat all stakeholders with dignity and politeness at all times. Embracing cultural diversity and tolerance.
  - **Transparency** - We shall carry out our activities in an open and most acceptable manner that bears scrutiny to the stakeholders we serve.
  - **Teamwork** - We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building.

## **OUR SERVICE PROMISE/STANDARDS**

We will:

- continuously identify, define, conserve, safeguard, promote and protect cultural and natural heritage
- ensure adherence to museum code of conduct in the collection and preservation of cultural material culture and biological specimens;
- conduct research on natural and cultural heritage quarterly;

- promote and market the use and visitation of the heritage properties and spaces quarterly;
- document traditional and indigenous knowledge quarterly;
- document and inventory traditional and Indigenous Knowledge Systems annually and heritage sites exhibitions and displays.

## **WHEN YOU CONTACT US**

### **If you phone us**

- We will answer to your call within 3 rings;
- We will return your call within 2 days if we can't provide an answer immediately.

### **If you write to us**

- We will acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

### **If you visit us**

- We will attend to you within 5 Minutes if you have an appointment with us;
- We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer;
- If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.

