

Complaints procedure:

The Museum strives to ensure that our products and services meet or exceed the customer and statutory requirements and that we are responsive to customer's enquiries.

All complaints received by post are forwarded to the Director's Office for control purposes.

Complaints are logged when they are received, and read by the Director. A draft reply may be sourced if necessary. The Director will either reply to any complaint or may delegate the response to the relevant person in authority at either Divisional Director or Head of Department level.

Copies of this correspondence are held in an official central complaints file in the Director's Office for reasons of control and governance. Where possible this process will be completed within a week.

Telephone complaints are investigated by the relevant Head of Department or Divisional Director and if serious should also be logged on the central file in the Director's Office and unless very minor should be followed up in writing.

Complaints received via the customer comment system or verbally are dealt with by Visitor Experience and/or site managers where appropriate and responded to within a week. Serious complaints should be escalated as above and recorded on the central file.

Complaints received via the Website and social media are investigated by the Marketing and Web Department and responded to within a week. Serious complaints should be escalated as above and recorded on the central file.

A summary of any complaints received in the period is brought to the Executive Directors' quarterly meeting for review and learning lessons for the purpose of continued improvement.

July 2015