



## The Etches Museum Complaints Procedure

1. These procedures set out how the Etches Museum will handle complaints from members of the public. Complaints can be an opportunity to improve quality of service and the Museum seeks to take this view wherever possible.

### Making a Complaint

2. Any member of the public who wishes to make a complaint should contact a member of the Museum's staff, who will, if possible, deal with the matter immediately, either directly or through their line manager. If the matter cannot be resolved immediately, please complete a Comments/Feedback Form or ask a member of staff to write down your complaint.

3. Many complaints can be resolved informally by discussing the issue with a member of staff. However, if you remain dissatisfied you may make a more formal complaint.

4. Formal complaints should, ideally, be made in writing – by letter or email. They should be addressed to the Operations Manager, at the address shown at the end of this document, who will investigate the matter further.

### Process

5. All complaints received by the Museum will be handled in accordance with the following principles:

**Courtesy:** The Etches Museum will treat all complainants with courtesy and understanding

**Fairness:** Where a complaint is one which warrants more than a simple explanation or apology a thorough investigation will be carried out

**Accessibility:** Complaints may be lodged either verbally or in writing and each will be given the same consideration. Where necessary, particularly in the event of formal complaints or where the complaint is complex, complainants will be encouraged to put their complaint in writing

**In a timely and informative manner:** when dealing with complaints, members of staff will do so promptly, keep complainants informed of progress and follow the timetable set out in paragraph below

**6. Timeframe Complaints** made in person or by telephone will, wherever possible, be dealt with immediately. If a complaint cannot be resolved immediately, it will be dealt with promptly and you will receive a response within ten working days. Complaints which are serious or complex may require detailed and careful investigation by the Museum, in which case you will be sent a holding reply and kept informed of progress.