

COMPLAINTS POLICY AND PROCEDURE

1. OVERVIEW

The National Coal Mining Museum for England is committed to providing a level of service which meets the satisfaction of all visitors to the Museum and users of our services. One of the ways in which we can continue to improve our service is by listening and responding to the views of our visitors, users, customers, and stakeholders, including responding positively to complaints and by putting mistakes right.

NCMME is a member of the Museums Association and seeks to abide by the Code of Ethics for Museums, with regard to upholding the highest levels of institutional integrity and personal conduct at all times.

2. MAKING A GENERAL COMPLAINT

Any member of the public who wishes to make a complaint should contact a member of Museum 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 ask a member of staff to write down your complaint.

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

Formal complaints should, ideally, be made in writing by letter or email. They should be addressed to the Head of Corporate Governance who will ensure the matter is investigated further.

Email: feedback@ncm.org.uk

Post: NCMME, Caphouse Colliery, New Road, Overton, Wakefield WF4 4RH

Website: <https://www.ncm.org.uk/contact/>

3. MAKING A COMPLAINT ABOUT FUNDRAISING

The Museum is registered with the Fundraising Regulator, and is committed to upholding the Fundraising Promise, which can be found on our website in the 'Donate' pages. If you do have any concerns about the Museum's fundraising, please get in touch with the Chief Executive Officer (and Fundraising Complaints Coordinator). They can be contacted through:

Email: feedback@ncm.org.uk

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Post: NCMME, Caphouse Colliery, New Road, Overton, Wakefield WF4 4RH

4. FORMAL COMPLAINTS PROCEDURE

First Stage – Receiving and Acknowledging the Complaint

We will acknowledge a written complaint within 5 working days of its receipt by an individual. As far as is practicable, if a complaint cannot be addressed within 48hrs, a communication will be made to reflect this and a proposed timeframe for the final resolution will be offered, including explanations for that timeframe. Line managers, heads of department and senior managers will be notified as necessary, depending on the nature of the complaint and the resolution required.

Second stage: If you are not satisfied with the first stage response.

Second stage complaints will be investigated by the Chief Executive Officer. The outcome of this investigation will be communicated to you in writing and will give details of any actions taken.

Third stage: If you are still dissatisfied.

The complaint will be passed up to the Board of Trustees of the NCMME. The Chair will check that the investigation so far has been carried out fully and properly. The Chair will check that the fundamental point of the complaint has been addressed and look at any outstanding issues raised by you. The outcome of this process will be communicated directly to you

5. INTERNAL COMPLAINTS PROCEDURE

- 5.1 All complaints received whether through the formal complaints system, or as negative comments via social media or visitor surveys should be forward to the Head of Corporate Governance to manage as per the Formal Complaints Procedure.
- 5.2 It is the responsibility of the Head of Corporate Governance to receive and log all feedback complaints received. Complaints will then be forwarded to the relevant individual, dependent on the stage, who will respond as appropriate. A copy of the response will be kept by the Head of Corporate Governance.
- 5.3 The log acts as a central point of reference for the Executive and Management team to understand the feedback that is being received, ensure all complaints are managed as per our procedure and to act on key themes and issues that arise. The complaints log should be reviewed regularly to ensure key themes and issues are picked up and addressed.

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- 5.4 Individual line managers are responsible for providing regular feedback to their team on comments received and themes that are being picked out at management team meetings.