

# NATIONAL COAL MINING MUSEUM

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FOR ENGLAND TRUST LTD

## COMPLAINTS POLICY

Title:	COMPLAINTS POLICY		
Owner:	Director of Finance, Performance and Planning		
Responsible	People & Culture Committee		
Date Approved:	11 July 2025	Review Date:	July 2027

## OVERVIEW

The National Coal Mining Museum for England (NCMME) 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.

## DEFINITION OF A COMPLAINT

We define a complaint as “any expression of dissatisfaction (with the NCMME, a member of staff, or a Trustee) that relates to our work and that requires a formal response”.

We recognise that many concerns will be raised informally and dealt with quickly. However, if concerns cannot be satisfactorily resolved informally, the formal complaints procedure should be followed.

## PURPOSE

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant’s satisfaction.

### **Our responsibility is to:**

- acknowledge the formal complaint in writing
- respond within a stated period of time
- deal reasonably and sensitively with the complaint
- take action where appropriate.

### **A complainant’s responsibility is to:**

- bring their complaint in writing to our attention normally within eight weeks of the issue arising
- explain the problem as clearly as possible, including any action taken to date
- allow us a reasonable time to deal with the matter
- recognise that some circumstances may be beyond our control.

## FORMAL COMPLAINTS PROCEDURE

### Stage One

In the first instance, if you are unable to resolve the issue informally, you should write to our Head of Corporate Governance who will ensure the matter is investigated further by an appropriate complaint handler and will notify Line Managers, Heads of Departments, Senior Leadership Team and the Executive as necessary.

In your correspondence you should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking.

You can expect your complaint to be acknowledged within seven calendar days of receipt. You should get an initial response and an explanation within 21 calendar days. We aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative.

Email: [feedback@ncm.org.uk](mailto:feedback@ncm.org.uk)

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

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

### Stage Two

If you are not satisfied with the initial response to the complaint, then you can ask for your complaint and the response to be independently reviewed by a member of the Executive. You should submit your request within 14 calendar days of receiving the response to your complaint. If the complaint is against a member of the Executive, the Chair of the Board of Trustees will appoint two Trustees to investigate. The outcome of this investigation will be communicated to you in writing within 21 calendar days.

### Final Stage

If you are not satisfied with the subsequent reply from the investigation, a panel comprising Two Trustees and /or Executive will be appointed to hear the appeal. The decision of this Appeal Panel is final. The outcome of this process will be communicated to you in writing within 21 calendar days.

## 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 contact us using the formal complaints procedure stated above.

All complaints received whether through the formal complaints system, or as negative comments via social media or visitor surveys should be forwarded to the Head of Corporate Governance to manage as per the Formal Complaints Procedure.