

COMPLAINTS PROCEDURE

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1. OVERVIEW

Staff at the NCMME work hard to make sure that all visitors to the Museum, other users of the Museum's services and donors have the best possible experience. In the interests of transparency, however, the Museum wishes to ensure that you would know how to complain if you feel that the Museum fell short of the high standard of service you should be able to expect.

2. MAKING A GENERAL COMPLAINT

If you have any complaints about the NCMME, in the first instance please get in touch with the Commercial and HR Manager, Katharine Morley, who will pass the complaint to the appropriate manager. She can be contacted on:

email: katharine.morley@ncm.org.uk

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

You can also leave general feedback via Facebook, Twitter and Trip Advisor or via the Museum website.

3. MAKING A COMPLAINT ABOUT FUNDRAISING

The Museum has signed up to the Fundraising Standards Board (FRSB) fundraising promise, which can be found on the website. If you do have any concerns about the Museum's fundraising, please get in touch with the Complaints Coordinator, Liz Orme. She can be contacted on:

email: development.officer@ncm.org.uk

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

4. HOW THE MUSEUM WILL DEAL WITH YOUR COMPLAINT

If your comments are of a general nature, to do with feedback on ways in which the Museum could improve, they will be discussed at the next monthly staff meeting, so that ways can be considered as to how best to address them.

If you have a specific complaint, this will be sent to the relevant department of the Museum, which will investigate the complaint and get in touch with you to talk about the results of the investigation and how it is intended to resolve the issue. You can expect to hear from the Museum within five working days of making your complaint, although it may take a little longer to investigate fully.