



Complaints Policy and Procedure

Introduction

Derby Museums is committed to providing a level of service which meets the satisfaction of all visitors to our museums and users of our services. One of the ways in which we can continue to improve our services is by listening and responding to the views of our visitors, users, supporters, customers, and stakeholders, including responding positively to complaints and by putting mistakes right.

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

Derby Museums aims to ensure that:

- making a complaint is as easy as possible;
- all complaints are treated as a clear expression of dissatisfaction with our service which calls for an immediate response;
- complaints are dealt with promptly, politely, and when appropriate, confidentially;
- responses to complaints are handled correctly, for example, giving an apology or explanation where we have got things wrong or information on action taken;
- we learn from complaints and use them to improve our service.

Derby Museums recognises that many concerns will be raised informally and dealt with quickly, and our aim is to resolve complaints where possible by:

- listening courteously to the complaint and arriving at as full an understanding of the problem as possible;
- courteously explaining the situation;
- taking action to put things right if appropriate;
- escalating the complaint if the complainant is not satisfied.

However, if concerns cannot be satisfactorily resolved informally, the formal complaints procedure should be followed.

Definition

Derby Museums defines a complaint as 'any expression of dissatisfaction that relates to Derby Museums' work* and that requires a formal response.

*This includes authorised activities such as fundraising, undertaken by a third-party fundraisers (including volunteers, professional fundraisers, and commercial partners) on our behalf.

Responsibilities

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

Derby museum's 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 and / or offer a remedy where appropriate.

A complainant's responsibility is to:

- Bring their complaint in writing to Derby Museums' attention within a month of the issue arising.
- Explain the problem as clearly as possible, including any action taken to date.
- Allow Derby Museums a reasonable time to deal with the matter.
- Recognise that sometimes circumstance may be beyond Derby Museum's control.

All Derby Museums staff are responsible for acknowledging any complaints received and managing them accordingly to the procedure set out in this policy.

The Director of Derby Museums is responsible for overseeing all complaints and ensuring that appropriate actions are taken to improve Derby Museums services.

Privacy and confidentiality

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and Derby Museums maintain confidentiality, although the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Complainants will be made aware of any situations which may make confidentiality impossible, which may include the Museum's obligations under the Freedom of Information Act (2000).

The personal data of complainants will be managed according to the Derby Museums' Privacy Policy and all data kept for no longer than 2 years from resolution of the concern. Data on complaints will be collated on an annual basis to satisfy Derby Museums' obligations for transparency as a public body.

Complaints Procedure

Derby Museums acknowledges that complaints may be received through a variety of channels:

- Verbally from visitors to one of our three museums.
- Verbally over the telephone, to the Business Hub Information Line.
- Written on a feedback form during a visit to one of our three museums or an event.
- Written in email or letter to the info@derbymuseums.org account or directly to a named member of staff.
- Written post on social media.

If the concern cannot be resolved through these channels, the complainant will be asked to make their concern known formally by email or letter marked confidential to the contact details below:

Complaints

Derby Museums

The Strand

Derby

DE1 1 BS

info@derbymuseums.org

The complaint will be logged and acknowledged within five working days. A formal response will be issued within twenty working days.

If the complainant is not satisfied with the response to their concern, an internal review can be requested by contacting the Executive Director of Derby Museums, Tony Butler, at the above address.

If the complainant remains unsatisfied after following the above and the complaint relates to our fundraising activities, the issue can be escalated to the Fundraising Regulator via their website <https://www.fundraisingregulator.org.uk/> or alternatively by emailing complaints@fundraisingregulator.org.uk or in writing to the Fundraising Regulator, Eagle House, 167 City Road, London, EC1V 1AW.

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