

## **Complaints Policy**

Our policy is:

- To provide a simple and easy to use complaints procedure
- To investigate all complaints thoroughly
- To respond promptly to complainants and give provide them with regular updates throughout the investigation process
- To aim to resolve each complaint satisfactorily
- To use this feedback to help us to improve what we do

### **Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not.

### **Where Complaints Come From**

Complaints may come from any of our stakeholders, including volunteers or service users. This policy does not cover complaints from staff, who should use the Museum's Employee Discipline and Grievance policies.

### **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

### **Responsibility**

Overall responsibility for this policy and its implementation lies with the Board of Directors.

## Complaints Handling Procedure

*Complaints Procedure – Not applicable to staff of the Company or its agents*

### Purpose:

To ensure that all complaints are recorded and dealt with in a timely and efficient manner, with a view to a prompt and satisfactory resolution of the issue.

Files and records of all complaints will be maintained in a Complaints Log kept by the CEO, which will be updated and reviewed on a regular basis. Files and records will be held for a period of 6 years.

### Procedure:

Complaints should be sent to the Chair at [feedback@nationalprintmuseum.ie](mailto:feedback@nationalprintmuseum.ie)

On receipt of a written complaint, the Complaints Log should be updated. The original document is to be kept on file.

On receipt of a verbal complaint, the nature of the complaint, name of the complainant, date and time received and by whom, must be recorded by the person to whom the Complaint is made, and a written version of the complaint must be added to the Complaints Log.

The complaint should be acknowledged within 7 days of date of receipt.

The nature of the complaint should then be followed through and actively investigated. While the investigation is ongoing, the complainant must be supplied with regular written updates on the progress of the investigation, at intervals of no greater than one month. All documentation must be maintained on file.

When an investigation is concluded a final response regarding the outcome of the investigations must be forwarded to the complainant within 7 days.

Where it has not been possible to resolve the complaint and the complainant remains dissatisfied with the outcome, the complainant will be advised to refer the complaint to Chairman of the Board of Directors. The Board of Directors will seek to respond to any complaints referred to it within two weeks of receipt.

Any decision of the Board of Directors is final.

The outcome of the complaint will be recorded on the Complaints Log, and a note taken of the date when the complaint has been closed.

The Complaints log will be reviewed by the Board annually.

**Appendix 1**

**SAMPLE COMPLAINTS LOG**

<b>Complaint ID</b>			
<b>Complainant Name</b>	<b>Date Of Complaint</b>	<b>Method of communication (email/telephone/verbal/in writing)</b>	<b>Person to whom complaint was addressed</b>
<b>Nature Of Complaint</b>			
<b>Current Status</b> (if ongoing list actions taken to date and actions remaining)			