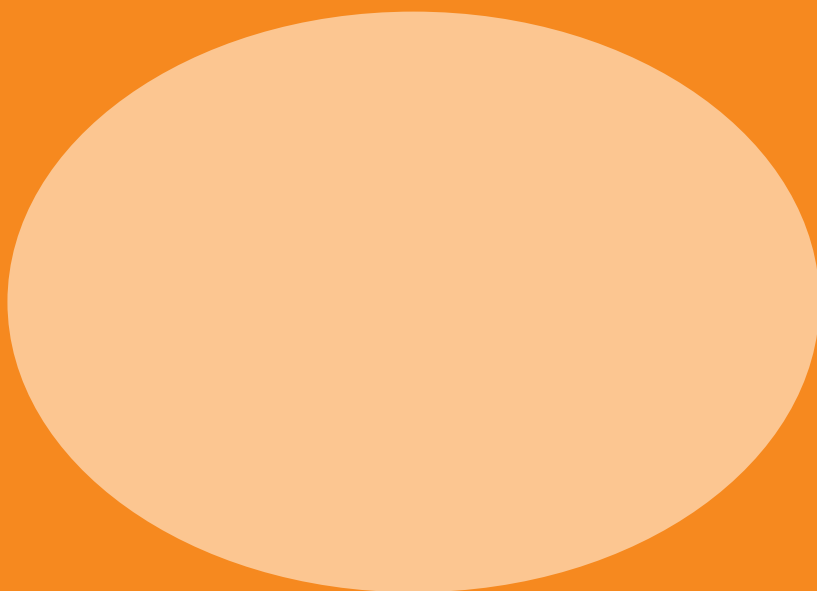


Our Complaints Handling Procedure

Guide for Customers



National
Museums
Scotland

National Museums Scotland is committed to providing high-quality customer services. We value feedback and complaints, and use them to help us improve our services.

What is feedback?

If you wish to give us feedback rather than make a complaint we welcome all comments and suggestions as they offer us the opportunity to pass on thanks to staff or to improve our services.

If you would like to give us feedback, please complete and submit one of our *What did you think?* comments cards. This will ensure that your feedback is given to the relevant person or team in the organisation.

Our comments cards are available at the Information Desks at each of our museum sites and also on our website. If you are not at one of our sites, you can send your completed card to us by:

Email to: visitorfeedback@nms.ac.uk
or

Post to: Head of Visitor Experience
National Museums Scotland
Chambers Street
Edinburgh
EH1 1JF

Alternatively, you can complete and submit our online comments card within the 'Standards of Service' page on our website at www.nms.ac.uk.

What is a complaint?

If something goes wrong or you are dissatisfied with our services, please tell us. This leaflet describes our complaints procedure and how to make a complaint. It also tells you about our service standards and what you can expect from us.

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

What can I complain about?

You can complain about things like:

- Delays in responding to your enquiries and requests
- Our standard of service
- Our policy
- Actions of a member of staff
- Our failure to follow proper procedure.

Your complaint may involve more than one service or be about someone working on our behalf.

What can't I complain about?

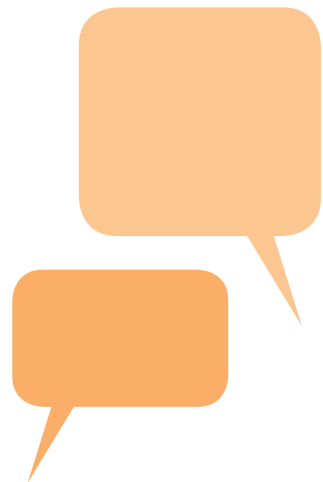
There are some things we can't deal with through our complaints handling procedure. These include:

- A routine first-time request for a service
- Requests for compensation
- Any attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final response.

If other procedures or rights of appeal can help you resolve your concerns, we will give information and advice to help you.

Who can complain?

Anyone can make a complaint to us, including the representative of someone who is dissatisfied with our service. Please also read the section below on [Getting help to make your complaint.](#)



How do I complain?

You can complain in person at any of our museums to any member of staff, but not to volunteers or contractors. You can also communicate your complaint to us by phone, in writing, or by email. **You will be given this Guide, and asked to complete and submit the *What did you think?* comments card** so that we have the necessary information to begin considering the complaint. This Guide and our comments cards are available at the Information Desks at each of our sites and also on our website.

It is easier for us to resolve complaints if you make them quickly and directly to the staff concerned. So please talk to a member of our staff about the service you are complaining about. Then they can try to resolve any problems on the spot.

To make a formal complaint, please complete the comments card telling us:

- Your full name and address
- As much as you can about the complaint
- What you think has gone wrong
- How you would like us to resolve the matter.

If you are not at one of our sites, you can send your completed card to us by:

Email to: visitorfeedback@nms.ac.uk
or
Post to: Head of Visitor Experience
National Museums Scotland
Chambers Street
Edinburgh
EH1 1JF

Alternatively, you can complete and submit our online comments card within the 'Standards of Service' page on our website at www.nms.ac.uk.

How long do I have to make a complaint?

Normally, you must make your complaint within six months of:

- The event you want to complain about, or
- Finding out that you have a reason to complain, but no longer than 12 months after the event itself.

In exceptional circumstances, we may be able to accept a complaint after the time limit. If you feel that the time limit should not apply to your complaint, please tell us.

What happens when I have complained?

We will always tell you who is dealing with your complaint. Our complaints procedure has two stages:

Stage 1: Frontline resolution

We aim to resolve complaints quickly and close to where we provided the service to which the complaint relates. This could mean, for example: an explanation of the issue in question; or an on-the-spot apology and explanation if something has clearly gone wrong, and immediate action to resolve the problem.

We will give you our decision at Stage 1 within five working days (i.e. Monday to Friday) or less, unless there are exceptional circumstances.

If we can't resolve your complaint at this stage, we will explain why and tell you what you can do next. We might suggest that you take your complaint to Stage 2. You may choose to do this immediately or sometime after you receive our initial decision.

Stage 2: Review

Stage 2 deals with two types of complaint: those that have not been resolved at Stage 1; and those that are complex and require further detailed review.

When using Stage 2 we will:

- Acknowledge receipt of your complaint within three working days.
- Where appropriate, discuss your complaint with you to understand why you remain dissatisfied and what outcome you are looking for.
- Give you a full response to the complaint as soon as possible and within 20 working days (i.e. Monday to Friday).

If our investigation will take longer than 20 working days, we will tell you. We will explain the revised time limits and keep you updated on progress.

What if I'm still dissatisfied?

After we have fully investigated, if you are still dissatisfied with our response or the way we dealt with your complaint, you can ask the Scottish Public Services Ombudsman (SPSO) to consider it.

The SPSO **will not** normally consider:

- A complaint that has not completed our complaints procedure (i.e. **Stage 1 & Stage 2**).
- Events that happened, or that you became aware of, more than a year ago.
- A matter that has been or is being considered in court.

You can contact the SPSO:

In person:

SPSO
4 Melville Street
Edinburgh
EH3 7NS

By post:

SPSO
Freepost EH641
Edinburgh
EH3 0BR

Freephone:

0800 377 7330

Online contact:

www.spsso.org.uk/contact-us

Website:

www.spsso.org.uk

Mobile site:

www.m.spsso.org.uk



Getting help to make your complaint

We understand that you may be unable, or reluctant, to make a complaint yourself. We accept complaints from the representative of a person who is dissatisfied with our service. We can take complaints from a friend, relative, or an advocate, if you have given them your consent to complain for you.

You can find out about advocates in your area by contacting the Scottish Independent Advocacy Alliance.

We are committed to making our service easy to use for all members of the community. In line with our statutory equalities duties, we will always ensure that reasonable adjustments are made to help customers access and use our services. If you have trouble putting your complaint in writing or want this information in another language or format (such as large print, audio or Braille), please tell us in person or telephone or email us.

Scottish Independent
Advocacy Alliance

Tel: 0131 260 5380

Fax: 0131 260 5381

Website: www.siaa.org.uk

Our contact details

Telephone us:

0300 123 6789

Email us:

visitorfeedback@nms.ac.uk

Write to us:

Head of Visitor Operations
National Museums Scotland
Chambers Street
Edinburgh
EH1 1JF



We can also give you this leaflet in other languages and formats (such as large print, audio and Braille).

*National Museums Scotland
Scottish charity No. SC011130*

www.nms.ac.uk