



VISITOR COMPLAINTS POLICY

Policy Purpose: The complaints policy is intended to ensure that all complaints regardless of how received (i.e. verbally or digital etc.) are handled fairly, consistently and where possible resolved to the complainant's satisfaction. This policy must be followed for all complaints relevant to NMRN.

Key points:

Our responsibility in relation to complaints is to:

- Acknowledge all formal complaints in writing
- Respond within the stated period of time
- Investigate the complaint to its fullest
- Deal reasonably and sensitively with the complaint
- Take action where appropriate.

A complainant's responsibility is to:

- Bring the complaint in writing to NMRN, details of address can be found below. This must be done within 6 weeks of the issue arising. All complaints should follow this process. The process outlines the steps to be taken to resolve the complaint.
- You must include the following information:
 - Full name
 - Address
 - Email address
 - Proof of visit (image of tickets, receipt) – if applicable.
- Explain the problem as clearly as possible with any action taken to date.
- Allow us a reasonable amount of time to deal with the matter. More detail can be found below.



COMPLAINTS POLICY

1.0 Introduction and Purpose

- 1.1 At the National Museum of the Royal Navy (NMRN) our vision is to be the world's most inspiring Naval Museum, Linking Navy to Nation. We are committed to providing a quality visit and service to our visitors, including both pre and post visit, inspiring enjoyment and engagement with the continuing history and modern role of the Royal Navy and the Royal Navy's impact on shaping both our nation and the modern world.
- 1.2 One of the ways in which we continue to improve our service is by listening and responding to the feedback we receive both internally and externally. This includes responding positively and proactively to any complaints by investigating and acting on statements made.

2.0 Scope and Definitions

- 2.1 At the NMRN we define a complaint as "A voluntary expression of dissatisfaction with an organisation's policies, procedures, staff or quality of service, whether justified or not. It may be made in person, by phone, by email, through the website, social media or in writing".
- 2.2 The following (this is not an exhaustive list) will be treated as a complaint as they touch upon the NMRN's purpose and values:
- fundraising methods that breach the Fundraising Regulator's Code of Fundraising Practice complied with the Code of Fundraising Practice which outlines the legal requirements and best practice expected of all charitable fundraising organisations across the UK.
<https://www.fundraisingregulator.org.uk/code>
 - poor standards of service including accusations of professional incompetence/misconduct;
 - financial losses/waste;
 - criminality within or involving the NMRN;
 - the NMRN being deliberately used for significant private advantage;
 - non-compliance with the NMRN's own policies/procedures including but not limited to Data Protection and Privacy Statement;
 - non-compliance with relevant laws and regulations.
- 2.3 Please note, under certain circumstances, we may not be able to respond to a complaint where:
- you have not identified yourself or provided your contact details;
 - your complaint is not about the NMRN;
 - your expression of the complaint is insufficiently clear;
 - your complaint has been sent to us and other organisations as part of a bulk



mailing or email.

However, the NMRN will still take the complaint seriously and deal with it appropriately, including contacting you where we are able to, to discuss the matter further.

- 2.4 This policy should be read in conjunction with the Donor Charter <https://www.nmrn.org.uk/support-us/donor-charter> and our Privacy Policy that outlines the way in which NMRN processes the data it collects <https://www.nmrn.org.uk/privacy-policy>

3.0 Important Information

- 3.1 All formal complaints must be sent to,

Email: enquiries@nmrn.org.uk

OR

Address: Customer Engagement Team
HM Naval Base (PP66)
HM Naval Base
Portsmouth
Hampshire
PO1 3NH

All details required for us to assist with your complaint are listed above under “Purpose.”



4.0 Key detail of the policy

4.1 Formal Complaints Procedure

Stage 1

We will initially try to resolve your complaint informally via phone, however if we are unable to resolve over the phone we will ask you to send your complaint to us in writing, ideally via email to enquiries@nmrn.org.uk. If your complaint is sent via social media, we will ask you to send your complaint to the above email.

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

Once your complaint is received, we will acknowledge its receipt within 7 days if via email and 14 days if via letter. At this stage we will give you an indicative timescale for when we will look to respond in full.

Stage 2

If you are unsatisfied with the response you were given to your complaint then you can ask for your complaint to be escalated, this will be escalated internally.

Once escalated you will receive a communication, outlining where your complaint has been escalated to and how long you can expect to receive a response.

Your complaint will be investigated in full by the escalated person who will contact you via email or letter to explain the complaint and the resolution they have come to. This will be completed within 4 weeks.

Stage 3

If you are still not satisfied with the subsequent reply from the investigation and the escalation you have the option to have your complaint further escalated.

Once escalated you will receive a communication, outlining where your complaint has been escalated to and how long you can expect to receive a response. All responses will be issued within 6 weeks of escalation.

The decision of this escalated contact will be final.



Stage 4

If you are still not satisfied with the subsequent reply from the final escalation you will be given the details of our [regulators](#) to whom you can contact:

Fundraising Regulator:

If you believe that your complaint has not been dealt with appropriately you can contact the Fundraising Regulator (FR) to access their independent complaints procedure.

<https://www.fundraisingregulator.org.uk/more-from-us/resources/complaints-process>

The Fundraising Regulator can investigate concerns that the Code of Fundraising Practice may have been breached by a fundraising organisation. Some examples of this are set out below:

- If a member of the public believes the fundraising organisation has made misleading or excessive requests for donations.
- If a member of the public believes a fundraising organisation has been disrespectful or treated them unfairly when seeking donations.
- If a fundraising organisation is not transparent or open about the relationship it has with a third party, for example, an agency working on its behalf.
- If a fundraising organisation has failed to respect a donor's wishes, for example, if a donor has asked to be contacted only in a certain way.
- If a fundraising organisation has not dealt appropriately with a complaint made by a member of the public about fundraising.

Charity Commission:

If you are dissatisfied with NMRN's complaints process, you can contact the Charity Commission, who will be able to advise on whether they may be able to advise on the matter. The Charity Commission can be contacted at:

http://www.charitycommission.gov.uk/About_us/Contacting_us/default.aspx

5.0 Policy Review

Revision / Review History	
Issue Date:	04/10/2022
Date of last completed review:	
Date of next scheduled review:	
Author:	S Bennett
Approved by:	
This policy will be reviewed formally after being in existence for a period of three years or sooner in the event of new legislation or guidance emerging in this connection. Any significant amendments will be approved by NMRN Operations Board. Any minor amendments may be approved by the Executive Director of Resources. Trustees and staff will be notified of any amendments to it by the Governance team including the effective date. This may be by means of Workplace, email, update on Decision Time and meetings or via the Chair.	