



## External Complaints Procedure

### Introduction

- 1 These procedures set out how IWM will handle complaints from members of the public. They should be read in conjunction with the Complaints Policy document, available on the IWM website. Complaints can be an opportunity to improve quality of service and the museum seeks to take this view wherever possible.

### Making a Complaint

- 2 Any member of the public who wishes to make a complaint should contact a member of the museum's staff, who will, if possible, deal with the matter immediately, either directly or through their line manager. Contractors will always involve a duty manager or substantive member of IWM staff at this point.
- 3 Some complaints can be resolved informally by discussing the issue with a member of staff. However, if you remain dissatisfied you may make a more formal complaint.
- 4 Formal complaints should, ideally, be made in writing – by letter, fax or email. In the first instance, they should be addressed to the Customer Services team, at the address shown at the end of this document, who will investigate the matter further.

### Process

- 5 All complaints received by the museum will be handled in accordance with the following principles:

**Courtesy:** IWM will treat all complainants with courtesy and understanding

**Fairness:** where a complaint is one which warrants more than a simple explanation or apology a thorough investigation will be carried out

**Accessibility:** complaints may be lodged either verbally or in writing and each will be given the same consideration. Where necessary, particularly in the event of formal complaints or where the complaint is complex, complainants will be encouraged to put their complaint in writing

**In a timely and informative manner:** when dealing with complaints, members of staff will do so promptly, keep complainants informed of progress and follow the timetable set out in paragraph 6 below

**Effectiveness:** IWM will monitor complaints and review these procedures regularly

## **Timeframe**

- 6 Complaints made in person or by telephone will, wherever possible, be dealt with immediately.

If a complaint cannot be resolved immediately, it will be dealt with promptly and you will receive a response within ten working days.

Complaints which are serious or complex may require detailed and careful investigation, in which case the complainant will be sent a holding reply and kept informed of progress.

## **Checks & Monitoring**

- 7 Replies to all complaints are monitored by senior managers through a central complaints log.
- 8 Feedback and complaints are monitored and evaluated regularly in order to assist the museum in understanding the views of its users, to identify trends and to improve services wherever possible.

## **Further Review**

- 9 Where a complaint has not been resolved by means of explanation or any redress offered by a Head of Department the complainant may initiate the complaints review procedure which will operate as follows:

The complaint will be examined by a senior manager who will review the initial investigation and respond in ten working days.

When a complainant is still not satisfied, the matter will be passed to the Director-General.

In the very rare circumstances that the complaint remains unresolved after review by the Director-General the matter will be referred for further investigation to a panel of Trustees.

If the complainant is still not content then the Director-General will consult the Chair of Trustees who will decide if there is any further action which should be taken beyond advising the complainant to contact the Department for Culture, Media and Sport or the Parliamentary Ombudsman.

Each stage of review will be carried out in accordance with the time frame described in paragraph 6.

Customer Services Team, Imperial War Museum, Lambeth Road, London SE1 6HZ  
[contact@iwm.org.uk](mailto:contact@iwm.org.uk)

These procedures were issued in October 2017 and will be reviewed every two years or more frequently if necessary.