



## COMPLAINTS

This document outlines how The Cinema Museum (TCM) deals with complaints. It explains our policies, systems and processes and explains to the public, new board members, volunteers and others why and how we undertake certain steps. If any aspects of this document are unclear in any way or if the reader thinks that the system, the process or the document can be improved then the reader should take the matter up directly with the Museum Director, Martin Humphries at [martin@cinemamuseum.org.uk](mailto:martin@cinemamuseum.org.uk). Complaints and suggestions are actively encouraged and will be read with eager interest – our aim is to do the very best we can.

### Complaints Policy

The board and the management of The Cinema Museum (TCM) strive to provide a space that is:

- Safe
- Secure
- Accessible
- Fit for purpose
- Welcoming
- Inspirational

We try to provide a service that is:

- Fair
- Helpful
- Respectful
- Responsive

To this end we have systems and processes to help us deliver at a good and consistent standard.

If we have done something wrong then our aim is to put it right as soon as we can.

We do not have many complaints about our Museum or the work we do but in the main complaints are usually reasonable; we welcome them because they help us make the ongoing improvements we seek. We know there is a difference between 'areas for improvement' and 'complaints' so if you think we can improve our offer in any way please complete a 'Suggestion Form' but if you are unhappy about the way in which we have looked after you please do make a complaint using the 'Complaint Form'. Both forms are available by request via [martin@cinemamuseum.org.uk](mailto:martin@cinemamuseum.org.uk) or tel: +44 (0)20 7840 2200.

We are happy to answer any questions you may have about our Complaints Policy.

This policy is reviewed annually and in line with any changes in legislation



## Complaints Process

If you wish to make a complaint to TCM please fill in a 'Complaints Form' (if you have a suggestion, please complete a 'Suggestions Form'). Both forms are available by request via [martin@cinemamuseum.org.uk](mailto:martin@cinemamuseum.org.uk) or tel: +44 (0)20 7840 2200 to request an e-copy or by hand in at TCM Office. When returning the form please either email it directly to Martin or by marking the envelope 'for the personal attention of M. Humphries, Museum Director' The Cinema Museum, 2 Dugard Way, London SE114TH). We will deal with your complaint in the following way:

- Your complaint will be acknowledged
- Your complaint will then be investigated
- We will then contact you and let you know our findings and what we propose doing about your complaint

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## Complaints Procedure

### **a. Receipt of direct complaint from a member of the public (go straight to C)**

If people have taken the time to outline their complaint clearly then we will address the complaint directly – we will not ask people to go to the additional effort of completing a complaints form – however, we encourage people to complete that form where we can because the form actively encourages people to explain how they would like things to be changed – and that is one of the most important outcomes we want from a complaints process.

### **b. Verbal complaint or request for a complaint form**

Give the person who wishes to complain the complaint form. The form is available on paper at reception or can be emailed or posted to the member of the public by Martin Humphries, the Museum Director.

### **c. Dealing with the incoming form**

Incoming complaints and or forms should be send/given to the Museum Director, Martin Humphries ([martin@cinemamuseum.org.uk](mailto:martin@cinemamuseum.org.uk)). Martin will acknowledge the complaint and instigate an investigation.

### **d. Investigating the complaint**

Either Martin, the Museum Director or Katharine Ford, the Deputy Museum Director will investigate the complaint thoroughly and consider any 'solution suggestions' made by the person making the complaint. People making complaints often just register their complaint, but do not offer up any suggestions for how the issues they complain might be dealt with – so in investigating the complaint we will also take the opportunity to deal with potential improvements at that stage – and inform the complainant of our plans.



**e. Decision on how to deal with complaint**

Martin and Katharine will be responsible for making the final analysis and action-decisions and they will be communicated to the person complaining.

**f. Resolving the complaint**

After communicating our findings and action points to the person who made the complaint it will be clear if further action is needed. If no further action is needed the complaint will be closed but it will be brought up as part of TCM regular reporting at the Museum's quarterly board meetings.

**g. Action on the complaint**

Martin will be responsible for actioning any changes, improvements, investments, volunteer training, etcetera required as a result of the complaint.

**h. If the complainant is not happy with the response to their complaint**

If the person complaining is not satisfied with how the complaint has been handled, then the complainant will have the opportunity to address their further concerns in writing to TCM board of trustees. The trustees will deal with the specific aspects of the complaint that the complainant is still unhappy about and respond directly to the complainant.

**i. Filing the complaint**

The complaint and its findings and recommendations for improvements and action taken will then be filed in the 'Complaints File'.

**j. What we do with complaint data**

TCM uses real life examples of complaints in order to create case studies and training programmes for our volunteer workforce.

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