

# DORSET NATURAL HISTORY AND ARCHAEOLOGICAL SOCIETY

## Complaints Policy

**Name of Museum: Dorset Museum**

**Name of Governing Body: Dorset Natural History and Archaeological Society**

**Policy approved by the Board of DNHAS: 28<sup>th</sup> July 2022**

**Policy review date: May 2025**

It should be recognised that most concerns can be handled fairly, amicably and to the satisfaction of all concerned on an informal basis. Only when informal means of resolution have been exhausted should resolution through this Complaints Procedure be pursued.

### 1. Responsibilities

- a. DNHAS seeks to ensure that complaints are handled fairly, consistently, and wherever possible are resolved to the complainant's satisfaction. To this end, DNHAS will
  - i. acknowledge any formal complaint in writing within seven working days of receipt
  - ii. respond to any formal complaint within a defined timeframe advised in that acknowledgement
  - iii. deal reasonably and sensitively with the complaint, taking action as appropriate
- b. The Complainant's responsibility is to:
  - i. Raise a complaint in writing in good time, eg, normally within eight weeks of any issue arising
  - ii. Allow reasonable time for DNHAS to deal with the matter
  - iii. Recognise that some circumstances may be beyond the control of DNHAS

### 2. Process

- a. Complete the DNHAS complaints pro-forma and submit to DNHAS, Dorset Museum, 66 High West Street, Dorchester, DT1 1XA, or electronically to [Enquiries@dorsetmuseum.org](mailto:Enquiries@dorsetmuseum.org) (If the complaint is regarding the Director you should address your complaint to the Chair of the Board)
- b. Your complaint will be acknowledged within seven working days of receipt with an initial response following within fifteen working days. As complaints may vary in complexity, the timescale for initial response is indicative.
- c. If you are not satisfied with the initial response, you can ask for your complaint and the related response to be further investigated independently by two DNHAS trustees. The decision of this appeal panel is final.

### 3. Confidentiality

DNHAS and the complainant will respect confidentiality throughout the complaint process. Complaints will be dealt with in accordance with GDPR regulations and DNHAS's Privacy Policy

### 4. Monitoring and reporting

DNHAS trustees will receive an anonymised report on any complaints and related resolution on an annual basis

**5. Complaint Pro-forma**

Please ensure that you have read and understood the procedure detailed above before completing this form. You are expected to attempt to resolve matters informally before submitting a formal complaint. An informal approach should be made to the person concerned. If you are unable to resolve the matter informally, or you are dissatisfied with the response you receive from the person with whom you have raised your concerns, you should submit your complaint on this form.

DNHAS Complaint Pro-forma	
First Name	Family Name
Address for correspondence:	
E-mail address:	
Telephone Number:	
Is this complaint submitted on behalf of an organisation?	YES/NO
Name of Organisation if appropriate	
What is the nature of your complaint? (please use a separate sheet if necessary)	
1. What is the nature of your complaint? Please set out clearly and concisely what you are complaining about and why.	
2. What informal steps have you taken to resolve this issue? Please provide the names of people with whom you have already discussed your complaint and explain why you are dissatisfied with their response	
3. Supporting Evidence (This should include names of people you have already contacted) Please list below any piece of documentary evidence you are submitting in relation to your complaint	
4. What remedy are you seeking? Please explain briefly what you might consider to be a satisfactory resolution to your complaint.	
<p>DECLARATION: I have read and understood the DNHAS's Complaints Policy. I understand that DNHAS collects and processes the information I have provided with this form for the purposes of considering complaints. All information and documentation provide in and with this form is complete and represents an accurate and true reflection of the situation that led to my complaint. I understand that DNHAS will need to handle personal details about me which may include sensitive information in order to deal with my complaint effectively but such information will only be shared, in confidence, where it is necessary and reasonable to do so. I agree that my complaint may be disclosed to relevant members of DNHAS to the extent necessary for any investigation. I authorise DNHAS to consider this form and any relevant information to the extent necessary for the consideration of my complaint. I have attached all previous correspondence and responses relating to my complaint.</p> <p>Signed:</p> <p>Date</p> <p>Print Name</p>	