



Birmingham Museums - Comments, Compliments & Complaints (for customers)

Birmingham Museums welcome your feedback in all forms. Customers are encouraged to comment on our services and we will use your input to improve services. We will respond to you to let you know the impact of your feedback.

We like customers to compliment our employees or teams on good service. We will acknowledge compliments and pass them on to staff so they know their commitment to good service is appreciated.

Birmingham Museums aim to provide a reliable, consistent and high quality service at all times. If you are unhappy in any way with our service, this document describes how you can contact us to make a complaint. Our aim is to achieve resolution at the earliest stage possible.

How to tell us about your comment, compliment or complaint

We welcome the opportunity to deal with customer comments, compliments and complaints in person. Please ask to see the Duty Manager if there are any issues you wish to bring to our attention.

Or you can email, phone or write to us at:

Email: enquiries@birminghammuseums.org.uk Phone: 0121 348 8000

Main address: Birmingham Museums & Art Gallery, B3 3DH

All complaints will be passed to the appropriate venue, however if you wish to write to the venue in question, please address letters to:

- Aston Hall, B6 6JD
- Blakesley Hall, B25 8RN (Please send comments, compliments or complaints about Weoley Castle to Blakesley)
- Museum Collections Centre, B7 4RQ
- Museum of the Jewellery Quarter, B18 6HA
- Thinktank, Birmingham's Science Museum B4 7XG
- Sarehole Mill, B13 0BD
- Soho House, B18 5LB

Complaints

Our complaints policy is aimed at anyone external to Birmingham Museums and describes the procedures for making any level of complaint.

We strongly believe that by dealing with complaints in a serious and professional manner, we will not only improve as a service-providing organisation, but will earn the trust of our visitors through exceptional customer service.

We will deal with any complaint, including:

- A complaint about the standard of service.
- A complaint of lack of action by the organisation affecting an individual or group.
- A complaint that the organisation has failed to observe proper procedures.
- A complaint that there has been an unacceptable delay in dealing with a matter.



A complaint about how an individual has been treated by a member of staff.

How will we investigate a complaint?

A complaint can be made to any member of Birmingham Museums' staff in person, or via phone, email, letter, websites or social media; a complaint can be made before, during or after a visit. Complaints that are made verbally to a member of staff and can often be resolved there and then. If necessary, a line manager/ duty manager will be involved. Where resolution is not possible, the complainant is given the opportunity to formalise their complaint, as well as full details on how to do this.

Upon receipt of a formal complaint:

First stage: Receiving and acknowledging the complaint.

We will acknowledge a written complaint within five working days of its receipt by an individual. As far as is practicable, if a complaint cannot be addressed within 48hrs, a communication will be made to reflect this and a proposed timeframe for the final resolution will be offered, including explanations for that timeframe. Line managers, heads of department and senior managers will be notified as necessary, depending on the nature of the complaint and the resolution required.

Second stage: If you are not satisfied with the first stage response.

Second stage complaints will be investigated by the Director of Birmingham Museums. The outcome of this investigation will be communicated in writing to the complainant and will give details of any actions taken.

Third stage: If you are still dissatisfied.

The complaint will be passed up to the Board of Trustees of Birmingham Museums. The Chair will check that the investigation so far has been carried out fully and properly. The Chair will check that the fundamental point of the complaint has been addressed and look at any outstanding issues raised by the complainant. The outcome of this process will be communicated to the complainant