



13 Lincoln's Inn Fields
London WC2A 3BP

+44 (0) 20 7405 2107
www.soane.org
Charity No: 313609

SIR JOHN SOANE'S MUSEUM

Complaints Policy

Policy Statement

Sir John Soane's Museum is committed to providing an excellent level of service which meets the expectations of all visitors to the Museum and users of our services. We welcome feedback and comments, positive or negative, about our staff, service, and programmes. We will continue to improve our service by listening and responding to the views of our visitors, users, customers, and stakeholders. As a national museum we take complaints very seriously and seek to uphold the highest professional standards.

Sir John Soane's Museum will always strive to treat visitors courteously and professionally and in return we expect visitors to be patient and considerate. We will not tolerate any form of abuse of any member of staff, volunteer or anyone working in or visiting the Museum. Any visitor not adhering to these rules will be asked to leave the building.

Sir John Soane's Museum aims to:

- publicise our complaints procedure so that people know how to contact us to make a complaint.
- provide a fair complaints procedure which is straightforward and easy to access.
- deal with complaints promptly, politely and, when appropriate, confidentially.
- ensure that complaints are investigated fairly and in a timely way.
- learn from complaints and use them to improve our service.

Scope

This policy deals with visitor and service user complaints including online and digital services. A complaint is defined as an expression of dissatisfaction made to or about Sir John Soane's Museum's services, staff, or processes, where a response or resolution is explicitly or implicitly expected or legally required.

Complaints Handling Procedure

If a visitor or service user feels strongly about an aspect of their visit or the service they have received, then their complaint can be addressed to the Museum in various ways.

If in the Museum, they should speak to a member of staff. If the complaint requires escalation the staff member ought to contact the Duty Manager so that the complainant can speak to the Duty Manager who will receive and record the complaint in person, attempting to resolve it there and then. If they are not satisfied with this response then they should call, write to, or email the Office Manager so that the complaint can be directed to the appropriate member of the Senior Management Team. Contact details are below.

If someone wishes to make a complaint after their visit then this can be done by telephone, letter, or email to the Office Manager. The Museum will acknowledge all complaints within three working days and after investigation all complaints received will be replied to in writing within 14 working days, provided contact details have been given.

All complaints will be logged and shared with Trustees on an annual basis so we can monitor service standards and modify policies and procedures where appropriate.

Contact details:

Telephone: + 44 (0) 20 7405 2107

Email: admin@soane.org.uk

Post: Sir John Soane's Museum
13 Lincoln's Inn Fields
London WC2A 3BP

Privacy and confidentiality

The personal data of complainants will be managed according to Sir John Soane's Museum Privacy Notice and all data kept for no longer than 2 years from resolution of the concern.