



Procedure: Complaints

Approved: Audit & Risk Assurance Committee, 18 September 2020

Approved: NIMC Board of Directors, 29 September 2020

Review date: September 2022

Procedure Title	Procedures: Complaints
Procedure Sponsor & Owner	Chief Executive & Director
Committee	Audit & Risk Assurance Committee
Date Approved	Audit & Risk Assurance Committee – 18 September 2020
Review date	September 2022
Related Policies	NIMC Equality Scheme NIMC Membership Policy NIMC Grant Policy
Related Procedures	NIMC Code of Conduct for Staff NIMC Membership Procedures NIMC Financial Procedures Manual
Related Guidance	Managing Public Money NI Management Statement and Financial Memorandum

Revision Control	
Revision date	Details

1. Introduction

The Northern Ireland Museums Council is committed to providing an effective and efficient service carried out to the highest professional standards. We are committed to continual improvement, which includes handling complaints courteously, thoroughly and replying as quickly as possible.

We would like to hear from you if you are dissatisfied with the service we provide. We would also like to hear about things you think we have done well and how you think we could improve our services.

The Northern Ireland Museums Council has a three stage complaints process but seeks to resolve your complaint at the first stage. If you are not satisfied with our response, however, or you are unhappy with the way we have handled your complaint, you can ask for your complaint to be reviewed.

If you wish to make a complaint you may either write or e-mail your concerns. Please contact:

Northern Ireland Museums Council,
153 Bangor Road,
Holywood,
Co Down,
Northern Ireland
BT18 0EU
e-mail: info@nimc.co.uk

2. Timescales

While the Northern Ireland Museums Council will do all it can to look into your complaint, it will not usually accept complaints that are made more than 12 months after the event being complained about or being brought to your attention.

3. Procedures

The Northern Ireland Museums Council adopts a three stage complaints procedure.

Stage I

All complaints received by the Northern Ireland Museums Council will be recorded and dealt with initially by the Director, who will carry out an internal investigation on the matter. The Director will respond to the complainant within seven days, stating either the findings of the investigation or acknowledging receipt of the complaint and giving the date by which, the Northern Ireland Museums Council will respond to the complainant in full. This will be no more than 28 days after the date of receiving your complaint. The correspondence

will also detail the second and third stages of the complaints procedure. Should your complaint concern the Director of the Northern Ireland Museums Council, it will automatically be escalated to Stage II of the Complaints Procedures.

Stage II

Should the response received under Stage I not satisfy the complainant, the Northern Ireland Museums Council will review the concerns further. This will be led by the Chair of the Board of Directors, who will respond to the complainant within 28 days. This will constitute the final response of the Northern Ireland Museums Council on the matter. The complainant will be informed that if s/he feels that the matter has not been satisfactorily resolved, s/he may pursue the complaint further through the offices of the Northern Ireland Public Services Ombudsman or the Equality Commission for Northern Ireland.

Stage III

If, after receiving the Chairman's reply, you are still not satisfied with the way the Council has dealt with your complaint, you may pursue the matter through the offices of the Northern Ireland Public Services Ombudsman or the Equality Commission for Northern Ireland. The contact details of both organisations are given below.

Any complaint which reaches this stage is regarded as a serious matter by the Board of Directors of the Northern Ireland Museums Council. NIMC will co-operate fully with the Ombudsman and/or the Commission.

Northern Ireland Public Services Ombudsman

Progressive House
33 Wellington Place
Belfast
BT1 6HN

Freepost: Freepost NIPSO
Tel: 028 9023 3821
Freephone: 0800343424
Text phone: 028 9089 7789
e-mail: nipso@nipso.org.uk
website: www.nipso.org.uk

Equality Commission for Northern Ireland

Equality House
7 - 9 Shaftesbury Square
Belfast
BT2 7DP

Tel: 028-9050 0600
Text phone: 028-9050 0589
e-mail: information@equalityni.org
website: www.equalityni.org