



## Complaints procedure

<b>Procedure Title</b>	Procedures: Complaints
<b>Procedure Sponsor &amp; Owner</b>	Director
<b>Committee</b>	Audit & Risk Assurance Committee
<b>Date Approved</b>	Audit & Risk Assurance Committee:
<b>Review date</b>	September 2025
<b>Related Policies</b>	NIMC Equality Scheme NIMC Membership Policy NIMC Grant Policy
<b>Related Procedures</b>	NIMC Code of Conduct for Staff NIMC Membership Procedures NIMC Financial Procedures Manual
<b>Related Guidance</b>	Managing Public Money NI Management Statement and Financial Memorandum

<b>Revision Control</b>	
<b>Revision date</b>	<b>Details</b>
<b>29/08/2023</b>	Scheduled review. Minor edits to address typographical errors, and to harmonise use of acronyms throughout.
<b>02/09/2024</b>	Annual review – no change.

## 1. Introduction

The NI Museums Council (NIMC) 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.

NIMC 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:

**NI Museums Council,**  
153 Bangor Road,  
Holywood,  
Co Down,  
Northern Ireland  
BT18 0EU  
e-mail: [info@nimc.co.uk](mailto:info@nimc.co.uk)

## 2. Timescales

Whilst NIMC 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

NIMC adopts a three stage complaints procedure.

### **Stage I**

All complaints received by NIMC 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 NIMC 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 NIMV, it will automatically be escalated to Stage II of the Complaints Procedure.

## **Stage II**

Should the response received under Stage I not satisfy the complainant, NIMC 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 NIMC 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 Chairperson's reply, you are still not satisfied with the way that NIMC 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 NIMC.

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: 02890 233821  
Freephone: 0800 343424  
Text phone: 02890 897789  
e-mail: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)  
website: [www.nipso.org.uk](http://www.nipso.org.uk)

### **Equality Commission for Northern Ireland**

Equality House  
7 - 9 Shaftesbury Square  
Belfast  
BT2 7DP

Tel: 02890 500600  
Text phone: 02890 500589  
e-mail: [information@equalityni.org](mailto:information@equalityni.org)  
website: [www.equalityni.org](http://www.equalityni.org)