



Complaints Flowchart

How will I know the Museum is dealing with my complaint?

We will contact you as soon as we can after receiving your complaint

What will the Museum do about my complaint?

Once we have spoken to you, we may need to do more investigation. We will ask if you want to be kept informed of progress

YES

I want to know what's going on

Museum staff will update you about how your complaint is being handled.

We will try to solve the problem and contact you to explain what happened or advise you of the reason for any delay

NO

I don't want to know about the progress

That's okay.

Museum staff will try to solve the problem and contact you to explain what happened