



Royal Navy Museums **COMPLAINTS POLICY**

CONTENTS

POLICY PURPOSE.....	2
KEY POINTS.....	2
INTRODUCTION.....	2
SCOPE AND DEFINITIONS.....	2
IMPORTANT INFORMATION.....	3
FORMAL COMPLAINTS PROCEDURE.....	4

POLICY PURPOSE

The complaints policy is intended to ensure that all complaints regardless of how received (i.e. verbally or digital etc.) are handled fairly, consistently and where possible resolved to the complainant's satisfaction. This policy must be followed for all complaints relevant to Royal Navy Museums including attractions at Portsmouth Historic Dockyard.

KEY POINTS

Our responsibility in relation to complaints is to:

- Acknowledge all formal complaints in writing
- Respond within the stated period of time
- Investigate the complaint to its fullest
- Deal reasonably and sensitively with the complainant
- Act where appropriate.

A complainant's responsibility is to:

- Bring the complaint in writing to Royal Navy Museums, details of address can be found below. This must be done within 6 weeks of the issue arising. All complaints should follow this process. The process outlines the steps to be taken to resolve the complaint.
- You must include the following information:
 - Full name
 - Address
 - Email address
 - Proof of visit (image of tickets, receipt) – if applicable.
- Explain the problem as clearly as possible with any action taken to date.
- Allow us a reasonable amount of time to deal with the matter. More detail can be found below.

INTRODUCTION

At Royal Navy Museums our vision is: *Linking Navy & Nation with inspiring stories and experiences.*

We are committed to providing a quality visit and service to our visitors, including both pre and post visit, inspiring enjoyment and engagement with the continuing history and modern role of the Royal Navy and the Royal Navy's impact on shaping both our nation and the modern world.

One of the ways in which we continue to improve our service is by listening and responding to the feedback we receive both internally and externally. This includes responding positively and proactively to any complaints by investigating and acting on statements made.

SCOPE AND DEFINITIONS

At Royal Navy Museums we define a complaint as “A voluntary expression of dissatisfaction with an organisation's policies, procedures, staff or quality of service, whether justified or not. It may be made in person, by phone, by email, through the website, social media or in writing”.

The following (this is not an exhaustive list) will be treated as a complaint as they touch upon the Royal Navy Museums purpose and values:

- fundraising methods that breach the Fundraising Regulator’s Code of Fundraising Practice complied with the Code of Fundraising Practice which outlines the legal requirements and best practice expected of all charitable fundraising organisations across the UK.
<https://www.fundraisingregulator.org.uk/code>
- poor standards of service including accusations of professional incompetence/misconduct.
- financial losses/waste;
- criminality within or involving the Royal Navy Museums;
- Royal Navy Museums being deliberately used for significant private advantage;
- non-compliance with the Royal Navy Museums own policies/procedures including but not limited to Data Protection and Privacy Statement;
- non-compliance with relevant laws and regulations.

Please note, under certain circumstances, we may not be able to respond to a complaint where:

- you have not identified yourself or provided your contact details;
- your complaint is not about Royal Navy Museums;
- your expression of the complaint is insufficiently clear;
- your complaint has been sent to us and other organisations as part of a bulk mailing or email.

However, Royal Navy Museums will still take the complaint seriously and deal with it appropriately, including contacting you where we are able to, to discuss the matter further.

This policy should be read in conjunction with the Donor Charter <https://www.royalnavymuseums.org.uk/memberships> and our Privacy Policy that outlines the way in which Royal Navy Museums processes the data it collects <https://www.royalnavymuseums.org.uk/privacy-policy>

IMPORTANT INFORMATION

All formal complaints must be sent in writing to either of the details below and include **all** details required for us to assist with your complaint, these are listed above under “Purpose.”

Email	Postal Address
Enquiries@royalnavymuseums.org.uk	Customer Engagement Team HM Naval Base (PP66) Portsmouth Hampshire PO1 3NH

FORMAL COMPLAINTS PROCEDURE

STAGE ONE

We will initially try to resolve your complaint informally via phone, however if we are unable to resolve over the phone we will ask you to send your complaint to us in writing, ideally via email to enquiries@royalnavymuseums.org.uk. If your complaint is sent via social media, we will also ask you to send your complaint to the above email.

In your communication you should set out the details of your complaint, the consequences for you as a result and the remedy you are seeking.

Once your complaint is received, we will acknowledge its receipt within 5 working days if via email and 10 working days if via letter. At this stage we will give you an indicative timescale for when we will look to respond in full.

STAGE TWO

If you are unsatisfied with the response you were given to your complaint then you can ask for your complaint to be escalated, this will be escalated internally.

Once escalated you will receive a communication, outlining where your complaint has been escalated to and how long you can expect to receive a response.

Your complaint will be investigated in full by the escalated person who will contact you via email or letter to explain the complaint and the resolution they have come to. This will be completed within 4 weeks.

STAGE THREE

If you are still not satisfied with the subsequent reply from the investigation and the escalation you have the option to have your complaint further escalated.

Once escalated you will receive a communication, outlining where your complaint has been escalated to and how long you can expect to receive a response. All responses will be issued within 6 weeks of escalation.

The decision of this escalated contact will be final.

STAGE 4

If you are still not satisfied with the subsequent reply from the final escalation you will be given the details of our regulators to whom you can contact:

Fundraising Regulator:

The Fundraising Regulator can investigate concerns that the Code of Fundraising Practice may have been breached by a fundraising organisation. www.fundraisingregulator.org.uk/more-from-us/resources/complaints-process

Charity Commission:

If you are dissatisfied with Royal Navy Museums complaints process, you can contact the Charity Commission, www.charitycommission.gov.uk/About_us/Contacting_us/default.aspx

Revision Table	
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Date of last completed review:	04.05.2026
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Author:	S.Bennett
Reviewed by:	
Approved by:	
<p>This policy will be reviewed formally after being in existence for a period of three years or sooner in the event of new legislation or guidance emerging in this connection. Any significant amendments will be approved by Royal Navy Museums Operations Board. Any minor amendments may be approved by the Executive Director of Resources. Trustees and staff will be notified of any amendments to it by the Governance team including the effective date. This may be by means of internal messaging systems, email, update on Decision Time and meetings or via the Chair.</p>	