



# Complaints procedure

This document sets out what you should do if you wish to make a complaint about Cornwall Museums Partnership and our commitment to you in dealing with your complaint.

## What is a complaint?

A complaint is an expression of dissatisfaction about actions taken or a lack of action.

## What should you do if you wish to complain?

Please put your complaint in writing to us. Please tell us about the issue, when it happened and the impact this has had. If appropriate, tell us how you feel this matter could be resolved.

Complaints should be emailed to the CEO Emmie Kell at [emmie@cornwallmuseumpartnership.org.uk](mailto:emmie@cornwallmuseumpartnership.org.uk), or the Chair Fiona Morris [Fiona.morris@thespace.org](mailto:Fiona.morris@thespace.org) or posted to either Emmie or Fiona to the following address:

Cornwall Museums Partnership  
Studio 101  
Krowji  
West Park  
Redruth  
Cornwall  
TR15 3GE

## What kinds of complaints can we deal with?

We can respond to complaints about our charity and its work. We cannot respond to complaints about individual museums unless the complaint refers to work we have been directly involved in at the stated museum.

## How we deal with complaints

- We will acknowledge your complaint within 24 hours of receiving it. We aim to resolve complaints as quickly and efficiently as possible.
- We will let you know how we will investigate your complaint within 1 week of its receipt.
- We will nominate someone from the organisation who is independent from the events complained about to investigate your complaint. If this is not possible we will endeavour to find an independent third party to investigate your complaint.
- We will inform members of staff if a complaint is made about them or actions for which they are responsible. We will ensure they have an opportunity to respond to any allegations which are made as part of our investigation.
- We will review all relevant evidence which might include speaking to any individuals complained about as well as the complainant and any third parties involved.

- We will inform you of our decision and provide clear, evidence-based reasons ensuring that our decisions are proportionate, appropriate and fair. This means responding openly to all of the substantive points raised by a complainant and explaining why the organisation considers those points are justified or not.
- We will acknowledge where things have gone wrong and take proportionate action to put things right.
- We will let complainants know about any lessons learned and any changes we will make to our services, guidance or policy as a result of the complaint.
- We will regularly report the number and nature of complaints received and the outcomes of these complaints to our Board of Trustees.
- We will keep a record of all complaints received and the outcomes of their investigations.

## Can you take your complaint elsewhere?

Yes. If your complaint relates to fundraising and we are unable to resolve it to your satisfaction, you can refer it to the Fundraising Regulator at the following address:

2nd floor, CAN Mezzanine Building, 49-51 East Road, London N1 6AH. T: 0300 999 3407 or  
E: [enquiries@fundraisingregulator.org.uk](mailto:enquiries@fundraisingregulator.org.uk)

Or if your complaint is related to another area of our work and you do not feel satisfied you can contact The Charity Commission at the address below.

The Charity Commission, PO Box 1227, Liverpool, L69 3UG.

0845 3000 218, [www.charity-commission.gov.uk](http://www.charity-commission.gov.uk)