

## **AIM Complaints Procedure**

It should be recognised that most concerns can be handled fairly, amicably and to the satisfaction of all concerned on an informal basis. Only when informal means of resolution have been exhausted should resolution through the Complaints Procedure be pursued. AIM's Complaints Procedure does not cover issues relating to the award of AIM Grants, for which separate procedures exist.

### **1. Responsibilities**

AIM seeks to ensure that complaints are handled fairly, consistently, and wherever possible are resolved to the complainant's satisfaction. To this end, AIM will

- acknowledge any formal complaint in writing within seven working days of receipt
- respond to any formal complaint within a defined timeframe advised in that acknowledgement
- deal reasonably and sensitively with the complaint, taking action as appropriate

The complainant's responsibility is to:

- raise a complaint in writing in good time, e.g normally within 8 weeks of any issue arising
- allow reasonable time for AIM to deal with the matter
- recognise that some circumstances may be beyond the control of AIM

### **2. Process**

Complete AIM Complaints ProForma below and submit to

AIM Director  
Association of Independent Museums  
c/o National Waterways Museum  
South Pier Road  
Ellesmere Port  
CH65 4FW

(If the complaint is regarding the Director you should address your complaint to the Chair of the Board.)

Your complaint will be acknowledged within seven (7) working days of receipt with an initial response following within fifteen (15) working days.

Note as complaints may vary in complexity the timescale for the initial response is indicative.

If you are not satisfied with the initial response, you can ask for your complaint and the related response to be further investigated independently by two AIM trustees.

If you are still not satisfied with the subsequent reply from this investigation, a panel comprising two AIM trustees and an external representative will be approached to hear the appeal. The decision of this appeal panel is final.

### **Confidentiality**

AIM and the complainant will respect confidentiality throughout the complaint process. Complaints will be dealt with in accordance with GDPR regulations and AIM's Privacy Policy.

### **Monitoring and reporting**

AIM trustees will receive an anonymised report on any complaints and related resolution on an annual basis.

# AIM Complaint Proforma

Please ensure that you have read and understood the procedure detailed above before completing this form. You are expected to attempt to resolve matters informally before submitting a formal complaint. An informal approach should be made to the person concerned. If you are unable to resolve the matter informally, or you are dissatisfied with the response you receive from the person with whom you have raised your concerns, you should submit your complaint on this form.

Your contact information	
First name	
Family name	
Address for correspondence about your complaint	
Contact Telephone Number	
Email address	

Your organisation	
Museum / other	

Are you submitting a complaint:		
<b>Yourself</b>	Yes/No	
<b>On behalf of a group</b>	Yes/No	Please confirm if you are acting as the main point of contact for the group. [ <b><i>You should also provide contact details for all members of the group.</i></b> ]
<b>On behalf of an individual</b>	Yes/No	<b>If yes, then the individual concerned must sign this box:</b>

What is the nature of your complaint?
Please set out clearly and concisely what you are complaining about and why. If you need more space, please continue on a separate sheet, which you should attach to this form.

--

<b>What informal steps have you taken to resolve your complaint?</b>
--

Please provide the names of people with whom you have already discussed your complaint and explain why you are dissatisfied with their response.
--

--

<b>Supporting Evidence</b>
----------------------------

Please list below any piece of documentary evidence you are submitting in relation to your complaint.
---

--

**What remedy are you seeking?**

Please explain briefly what you might consider to be a satisfactory resolution to your complaint.

**DECLARATION**

I have read and understood the AIM's Complaints Procedure.

I understand that AIM collects and processes the information I have provided with this form for the purposes of considering complaints.

All information and documentation provided in and with this form is complete and represents an accurate and true reflection of the situation that led to my complaint.

I understand that AIM will need to handle personal details about me which may include sensitive information in order to deal with my complaint effectively but such information will only be shared, in confidence, where it is necessary and reasonable to do so.

I agree that my complaint may be disclosed to relevant members of AIM to the extent necessary for any investigation.

I authorise AIM to consider this form and any relevant information to the extent necessary for the consideration of my complaint.

I have attached all previous correspondence and responses relating to my complaint.

Signature

Date