

## Museums and Archives Complaints Policy

**Collections:** The Museums and Archives of The Royal College of Surgeons of England, including Deposited and Corporate Archives; the Hunterian Collection; the College Museum; the Wellcome Museum of Anatomy and Pathology; the Odontological Collection; the Historical Instrument Collection; the Special Collections and associated reserve collections.

**Governing body:** The Council of Royal College of Surgeons of England ('the College') / Board of Trustees of the Hunterian Collection

**Created:** April 2012

**Review due:** April 2016

### 1. Scope and purpose

- 1.1. The College holds collections of outstanding medical, scientific, historical and cultural significance. Its aim is to use these collections:
  - 1.1.1. To enhance the College's reputation by raising awareness of surgeons and their work in society.
  - 1.1.2. To aid the professional work of the College by providing training resources.
  - 1.1.3. To facilitate and generate excellent medical, scientific, historical and other research.
- 1.2. The College aims to promote an understanding of the history and modern practice of surgery and its associated disciplines through learning opportunities that are accessible, inspiring, thought provoking and sustainable presented in an environment that is comfortable, secure and enjoyable for all our visitors.
- 1.3. College staff and volunteers follow established customer care standards, as promoted on the College website.
- 1.4. While the College hopes that all users will be entirely satisfied with their interactions with the College, this policy covers complaints about any issues that may arise with
  - Customer service
  - Interpretation and display of the collections
  - Collections documentation
  - Financial transactions – shop purchases, ticket sales and other charges
- 1.5. This document outlines the process through which users may draw the College's attention to shortfalls in these aims.

### 2. Complaints process

- 2.1. Users may register observations, objections and suggestions verbally via any member of College staff, in writing using the museum's visitor feedback form, or by email to [museums@rcseng.ac.uk](mailto:museums@rcseng.ac.uk) or [archives@rcseng.ac.uk](mailto:archives@rcseng.ac.uk) including their full contact details.
- 2.2. Complaints will be relayed to the Director of Museums and Archives or an appointed deputy.

- 2.3. Adverse events and complaints will be recorded in the complaints log.
- 2.4. A written response (email or letter, as appropriate) will be dispatched within five working days detailing the College's position on the relevant issue, and if necessary explaining any deviation from best practice, standards of customer care, or the College's stated aims and objectives.
- 2.5. Should users wish to take the matter further, the complaint will be relayed to the next meeting of the Museums and Archives Committee (and/or the Board of Trustees of the Hunterian Collection if appropriate), which will respond on behalf of the College Council.
- 2.6. If the complaint is upheld by the Director of Museums and Archives or the Museums and Archives Committee, steps will be taken to adjust the College's practice to ensure similar incidents will not occur.