

# Complaints & Appeals \

# Complaints and Appeals

## Complaints and Appeals Procedures

### **Complaints and Appeals Procedure**

The National Gallery of Ireland is committed to providing high-quality services to our visitors, whether in person at our Gallery, online, or through our education programme.

We value feedback and use information we receive to help us improve our services. If something goes wrong or you are dissatisfied with our services, please let us know.

### **Scope of this Procedure**

This procedure is to guide members of the public through the Gallery's complaints process.

### **What is a complaint?**

We regard a complaint as any expression of dissatisfaction about our action or lack of action or about the standard of service provided by us or on our behalf.

### **What can I complain about?**

This procedure concerns complaints or appeals relating to delays, mistakes, instances where you did not receive the level of service you feel you are entitled to and decisions with which you are dissatisfied.

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## **You can complain about things like:**

- Delays in responding to your enquiries and requests;
- The quality and standard of any service we provide;
- Failure to provide a service;
- The quality of our facilities;
- Our policies;
- Treatment by or attitude of a member of staff;
- The quality and standards of administrative processes;
- Our failure to follow proper procedure;
- Any concerns that you may have in relation to how we are using your personal data (Data Protection)

Your complaint may involve more than one of the Gallery's services or be about someone working on our behalf.

## **What issues are not covered?**

There are some things we can't deal with through our complaints handling procedure. These include:

- A routine first time request for a service such as an event booking or picture licensing request;
- General enquiries on the inclusion or exclusion of works in permanent and temporary exhibitions.
- Matters which are the subject of litigation;
- A request under Freedom of Information, or Data Protection Law, or for Access for Information on the Environment.
- A request for information or an explanation of policy or practice;
- Requests for compensation;
- Actions of staff which are not related to their role at the Gallery.

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A complaint will not be dealt with should the complaint be considered to be trivial or frivolous. Should this be the case the Visitor Experience Manager will advise you of the Gallery's views in respect of this and will not deal any further with the complaint.

If the complaint is considered to be vexatious, the Gallery may choose to limit or cease correspondence with you. This decision will require the authorisation of the Director and will be recorded as part of the record of the complaint.

Unreasonable, vexatious, or abusive complaints along with threats or abuse of staff will not be tolerated and, where appropriate, will be referred to An Garda Síochána. If other procedures or rights of appeal can help you resolve your concerns, we will give you information and advice to help.

## **Who can complain?**

Anyone who receives, requests, or is directly affected by the services of the Gallery can make a complaint to us, including the representative of someone who is dissatisfied with our service. If you are making a complaint on behalf of someone else, you will need their personal written consent. We will verify your authority to speak on another's behalf.

## **How do I complain?**

If you wish to make a complaint about the actions of the Gallery or if you wish to appeal a Gallery decision, please following the following process:

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**Stage 1:** All complaints or appeals must be made in writing and sent by email to [visitorexperience@ngi.ie](mailto:visitorexperience@ngi.ie) or by completing a Gallery comment card.

When complaining, tell us:

- Your full name and address (in certain cases we may ask for proof of identity);
- As much detail as you can about the complaint;
- What has gone wrong;
- How you would like us to resolve the matter.

On receipt, your complaint will be logged into the Gallery Complaints Register and assigned to the relevant manager or the Visitor Experience Manager. Any complaints received by the Gallery in relation to the Gallery Café will be forwarded to the Café management who will respond directly. The manager will review your complaint and acknowledge it within 3 working days. We will provide a definitive reply to at least 95% of written queries within 20 working days. We will, in cases where there will be a delay, send you an interim reply explaining the current status of your complaint before the 20 working day period expires.

**Stage 2:** If you feel that the response, is not satisfactory, you can appeal this decision to the Head of Public Engagement. The Head of Public Engagement will review the matter and will revert to you within 5 working days.

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**Stage 3:** If you feel that you are still not satisfied with this decision, you will be able to request an internal review from the Executive Team.

In certain circumstances, we may require more information to progress an internal review into your complaint. If you are unable to provide us with further information to deal with the matter, it may be the case that the complaint is considered closed.

On receipt of a request for an internal review,

- The Executive Leadership Team will acknowledge your request within 5 working days and will advise you of the likely timeframe for receiving a response.
- If it is not possible to deal with this stage of the process within 20 working days, a communication will be sent to you stating the reason for the additional time requirement and will include a progress report.
- A full internal review into the complaint will be carried out. The Executive Team will assign the investigation to an appropriate member of the team to ensure transparency.
- On completion of the internal review a report will be prepared and a response will be sent to you.
- The response will:
  - o Contain an account of the dispute at hand;
  - o Address the issues outlined in your submission;
  - o Where appropriate, the response will include a proposed remedy; and
  - o Contain a notification of your right to have the decision reviewed the Ombudsman.

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The Executive Leadership Team's decision will constitute the Gallery's final decision on your complaint.

**Stage 4:** If you are not satisfied with the Gallery's final decision, you may refer your complaint and our replies to the Ombudsman or Ombudsman for Children, as appropriate, for consideration.

**Stage 5:** After 6 months, or when your complaint is considered by us to have been resolved, whichever is sooner, we will anonymise your complaint and delete all correspondence. We maintain a complaints register which contains a high level summary of the complaint and its resolution for our records, but does not contain your personal data.

Thank you \