



HORNIMAN COMPLAINTS PROCEDURE

Customer Promise

At the Horniman we are committed to providing a high quality, engaging experience to all our visitors. We encourage feedback as it helps us to review and improve the services and facilities we provide.

We want your visit here to be memorable for all the right reasons, but we understand that sometimes things do not go as planned and you may want to contact us. In these circumstances we promise that we will:

- Treat your comments seriously
- Respond and address any problems within 10 days. If longer is required we will keep you informed of progress and, where possible, aim to resolve all issues within 21 days.
- Use feedback, where appropriate, to inform improvements to our services and facilities.

How to log your complaint

Most complaints can be resolved immediately by speaking to a member of our staff. If they are unable to help they will refer you to the appropriate manager.

Alternatively you can:

- **Complete a comments card**, available inside the Museum
- **Call us on** 020 8699 1872
- **Email us:** comments@horniman.ac.uk
- **Write to us:** Visitor Experience Manager, Horniman Museum and Gardens, 100 London Road, London SE23 3PQ

What to do if you are not satisfied with the response

If you are not satisfied with our response please get back in touch within 10 days of receipt of the response and a member of our Senior Management Team will contact you.

We recognise the role of the Parliamentary Ombudsman in relation to investigating complaints if you feel we have not acted properly or fairly or have given a poor service and not put things right.