



PALLANT HOUSE GALLERY

Complaints Policy

Visitor Complaints

Pallant House Gallery values all visitor feedback, and takes complaints very seriously.

All visitor complaints received by the Gallery are logged and monitored as part of the Gallery's ongoing efforts to improve visitor experience.

Complaints can be made verbally in person with Gallery staff, by email, by telephone, by completing a Comments Card at the Welcome Desk, or by letter addressed to:

Pallant House Gallery
9 North Pallant
Chichester
West Sussex
PO19 1TJ

Contact details can be found on the [Contact Us page on the gallery website](#).

We would like to receive complaints no later than six weeks after the incident, to enable us to investigate them most effectively.

The Gallery endeavours to acknowledge all visitor complaints where a response is requested within five working days of receipt. If the complaint requires further investigation, a member of Gallery staff will contact the correspondent to advise when a reply can be expected, within a maximum response period of 20 days.

If a correspondent remains unsatisfied, they may request that their complaint be reviewed by a senior member of staff. If the matter is not resolved at this level, the correspondent may request that their complaint be referred to the Chief Operating Officer or Director.

Circumstances and mechanism for referral to the Board of Trustees of Pallant House Gallery

If a correspondent feels that a complaint which has been escalated to the Chief Operating Officer or Director has not been addressed appropriately, the correspondent may request that the matter be referred to the Board of Trustees of Pallant House Gallery. The complaint will then be taken to the next meeting of the Board of Trustees of Pallant House Gallery.

Qualified members of the Gallery Trustees will be nominated to investigate the complaint, and to report on any actions required. The results of any such investigations will be shared with the all of the Board of Trustees of the Pallant House Gallery, and with the correspondent at the earliest opportunity.

Complaints relating to the Pallant Bookshop or Pallant Restaurant and Café will be addressed with the Managers and Franchise Holders by the Chief Operating Officer or Director.

The Gallery is not bound to respond to complaints which it deems repetitive, i.e. repeated complaints of a similar nature from the same individual or group of individuals, which it believes to have been addressed fully in the past.

The Gallery is not bound to respond to complaints which are believed to be vexatious or frivolous, i.e. which are not a genuine endeavour to seek redress, but are aimed at disrupting the business of the Gallery or harassing Gallery staff.

Adopted by the Board:	<u>7 June 2019</u>
Last reviewed by the Board:	<u>21 June 2024</u>
Next review due:	<u>June 2028</u>