

Armagh Observatory and Planetarium

Complaints Policy & Procedure

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1. Introduction

Armagh Observatory and Planetarium (AOP) wishes to maintain the highest possible standards in all aspects of the services and facilities it provides for the general public. The organisation recognises how important it is to get things right and is continually looking for better ways of working. Members of the public can help us by telling us what they think of the services and facilities we provide. AOP welcomes all comments, whether they are suggestions, compliments or complaints.

The purpose of this Policy is to ensure that any complaints are dealt with as quickly and simply as possible, and to make improvements so as to prevent the event that led to the complaint happening again. The Policy has been reviewed taking into account the Northern Ireland Ombudsman's 'Principles of Good Complaint Handling (2009) (<https://nipso.org.uk/site/wp-content/uploads/2016/02/0188-Principles-of-Good-Complaint-Handling-bookletweb-1.pdf>).

2. Definition of Complaint

A complaint is regarded as any expression of dissatisfaction which needs a response.

3. Informal Resolution of a Complaint

If we have got something wrong, or there are any problems with the services and facilities provided, please let us know as soon as possible. In the first instance you may wish to speak to a member of staff in person, telephone Armagh Observatory and Planetarium 028 3751 2940, or email info@armagh.ac.uk. A member of staff will record your concerns and take a contact telephone number and address for further communications.

Where something has gone wrong we will make every effort to address the concerns raised as soon as possible and to put them right. We will acknowledge that a mistake has been made, apologise, and, wherever possible provide an explanation of the reasons for the mistake and the steps we plan to take to rectify the matter.

We hope that this procedure will quickly resolve any concerns. However, if the person who raised the matter is not satisfied with the outcome, he or she should be invited to make a formal complaint following the following straightforward procedure.

4. Formal Complaints Procedure

A formal complaint can be raised by telephoning the Corporate Manager at the above telephone number or email, or by writing to:

The Corporate Manager
Armagh Observatory & Planetarium
College Hill
Armagh
BT61 9DG

Please provide full details of the complaint and indicate that you are dissatisfied with the initial response to the matter and that you wish to have a formal investigation of the matter. The complaint will normally be acknowledged within two working days of receipt. All personal information relating to a complaint will be treated as confidential.

All complaints will be recorded on the Complaints and Suggestions form attached to this policy and submitted to the Director of Armagh Observatory & Planetarium. The Director will decide what action is necessary. All investigations will be carried out promptly, thoroughly, openly, honestly and objectively. A response will be issued in writing within 15 working days of receiving the complaint. If this target cannot be met the complainant will be kept informed of progress towards resolving the outstanding difficulty.

Complaints and their outcomes are recorded and analysed at appropriate intervals with a view to identifying gaps in procedures or failures of services, and whether improvements are justified. Any learning identified will be communicated within the organisation at the appropriate level and improvements implemented as soon as possible.

5. Arbitration

If the complaint cannot be satisfactorily resolved, the complainant can ask the Director to bring the matter forward for consideration by members of the Management Committee, which meets quarterly. The Management Committee decision on the complaint, following detailed investigation by its members together with the possible help of external advisors, is final and completes the AOP Complaints Procedure.

6. Publicising this Policy

Notices are displayed in locations most frequented by members of the public. The notices invite feedback and comments on the services and facilities provided.

This policy will be distributed to all members of staff to ensure that all staff are aware of the approach adopted by the Board of Governors to deal with any concerns or complaints raised.



ARMAGH
OBSERVATORY &
PLANETARIUM

Armagh Observatory & Planetarium Complaints and Suggestions Form

Name: _____ Date: _____

Address: _____

Phone No.: _____ Email address: _____

Nature of Complaint or Suggestion:

For organisation use only:

Received by: _____ Date: _____

Position: _____ Passed to Director on: _____

Action taken: _____

Signed: _____ Date: _____

Please return this form to Armagh Observatory & Armagh Planetarium
Mail to: Corporate Manager, College Hill, Armagh BT61 9DG
Email to: info@armagh.ac.uk



NOTICE

The staff of Armagh Observatory & Planetarium (AOP) seek to maintain the highest possible standards in all aspects of the services and facilities they provide and are continually looking for better ways of working.

AOP values comments on your experience in the Planetarium, the Observatory, the Grounds or Astropark, and is pleased to receive comments and suggestions for improvement.

If you have comments you wish to share, please let us know as soon as possible by speaking to a member of staff or sending us details in writing. Complaints and Suggestion Forms are available from the Planetarium or the Observatory and can be returned to:

The Corporate Manager,
Armagh Observatory & Planetarium
College Hill
Armagh
BT61 9DG

Telephone: 028 3751 2940
Email: info@armagh.ac.uk

Professor Michael Burton
Director
Armagh Observatory & Planetarium