

Sheffield Museums

Sheffield Museums Trust Complaints Procedure

Sheffield Museums Trust and our trading subsidiary SGMT Enterprises Ltd aim to provide high quality experiences and services for our visitors, clients and everyone we work with. If there are areas where we can improve, we'd like you to let us know and help us do better.

In order to ensure our services are the best they can be, we have a procedure through which you can let us know of any reason you are not satisfied with any aspect of our work or your dealings with us.

If you are not happy with Sheffield Museums, please tell us

If you are unhappy about any aspect of our service, please email us at info@sheffieldmuseums.org.uk – your email will be forwarded to the relevant team.

If you would like to address your email to a specific department, email us at the address above and we'll provide a contact email for the relevant Manager, Head of Service or Director.

We aim to respond to your enquiry straight away. When the matter is more complicated, we'll ensure you receive confirmation that your complaint has been received and will provide a full response as soon as possible.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the Chief Executive. In the event that your complaint is about the Chief Executive, please write to the Chair of Trustees.

Please send written complaints to: Leader House, Surrey Street, Sheffield, S1 2LH

All written complaints will be logged. You will receive a written acknowledgement within three working days.

We will investigate your complaint properly and aim to give you a reply within ten working days, outlining action taken. If this is not possible, we'll send you interim response informing you of the action to date and further options being explored.

If after we have responded you are not satisfied, please write to the Chair of Trustees, who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

Telling us about a positive experience

Knowing when we've done well is just as helpful as understanding when we need to do better – if you've had a positive experience, please let us know. Email us at info@sheffieldmuseums.org.uk and your email will be passed on to the relevant team.