

The Story Museum – Complaints Procedure

The Story Museum actively seeks and welcomes feedback from all our visitors and participants especially if it provides an opportunity for us to improve our services. We aim to provide a high quality of experience across our visitor offer and where we fall short of that, would like to understand in what way.

All visitor complaints received by post, email, telephone, email, via our web channels or in person, are logged by the staff member receiving the complaint and shared with the most relevant Head of Department for review and response.

Complaints that concern a direct contravention of our Code of Behaviour by a staff member or volunteer, or which involve actual or serious risk of personal injury, will be escalated to Director level for review and response. Records of complaints and correspondence are retained for organisational monitoring and evaluation.

If you wish to make a complaint or have any queries about this procedure, please contact our Head of Operations sarah.fussell@storymuseum.org.uk or write to Sarah Fussell, The Story Museum, 42 Pembroke Street, Oxford OX1 1BP