

National Portrait Gallery Complaints Policy

Visitor Comments

The National Portrait Gallery values all visitor feedback, and takes complaints very seriously.

As stated on the Gallery's website (www.npg.org.uk/about/contactus), members of the public are encouraged to contact the Gallery with any complaints, suggestions or praise.

Contact may be made verbally in person with Gallery staff; by email (using the online 'contact us' form at www.npg.org.uk/about/contactus); by telephone (a list of telephone numbers is given at www.npg.org.uk/about/contactus); by completion of a visitor comment form in person at the Gallery (forms are available at the Ticketing Desk in the Ondaatje Wing Main Hall, at the Digital Space desk, at the Cloakroom desk and in the Archive and Library Public Study Room), or by letter addressed to:

National Portrait Gallery
2 St. Martin's Place
London
WC2H 0HE

All visitor comments received by the Gallery (verbally in person with Gallery staff, by email, telephone, visitor comment form and letter) are logged and monitored as part of the Gallery's ongoing efforts to improve visitors' experience.

The Gallery endeavours to respond to all visitor comments (where contact details are given, and responses requested) within twenty working days of receipt (if the Gallery needs longer to provide a full response, a member of Gallery staff will contact the correspondent to advise when a reply can be expected).

Complaints

If a member of the public is dissatisfied with any aspect of their visit to the Gallery; a service they have received from the Gallery; a response they have received to correspondence with the Gallery, or the conduct of a particular member of Gallery staff (for example a failure by a member of staff to adhere to Gallery policy), a formal complaint may be made by contacting the Gallery using the means listed above (under *Visitor Comments*).

If a correspondent feels that a complaint has not been addressed appropriately they should first raise their concerns with the member of Gallery staff who initially responded to their complaint.

If a correspondent is still not satisfied, they may request that their complaint be reviewed by a more senior member of staff, who will usually be the relevant Departmental Director.

If the matter is not resolved at this level, a correspondent may request that their complaint be referred to the Director.

At each stage the Gallery will endeavour to respond to the correspondent within twenty working days (if longer is needed for the Gallery to provide a full response, a member of Gallery staff will contact the correspondent to advise when a reply can be expected).

Complaints must be made no more than six months after the grounds upon which a complaint is based first arose (this period may be extended for good reason at the discretion of the 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 have been answered 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.

Circumstances and mechanism for referral to the Board of Trustees of the National Portrait Gallery

If a correspondent feels that a complaint which has been escalated through the Gallery's Senior Management to the Director has not been addressed appropriately, the correspondent may request that the matter be referred to the Board of Trustees of the National Portrait Gallery.

The complaint will then be taken to the next meeting of the Audit and Compliance Committee, and from there to the next meeting of the Board of Trustees of the National Portrait Gallery.

Particular members of the Audit and Compliance Committee / 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 Audit and Compliance Committee and Board of Trustees of the National Portrait Gallery, and with the correspondent at the earliest opportunity.

Freedom of Information

Complaints about the handling of Freedom of Information requests are subject to the appeals and complaints procedure as outlined under the terms of the Freedom of Information Act.

If a correspondent feels that a Freedom of Information request has not been addressed appropriately, the correspondent should, in the first instance, seek an internal review of the decision received. Requests for internal review should be submitted in writing to the Head of Archive & Library, by email (archiveenquiry@npg.org.uk) or letter:

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2 St. Martin's Place
London
WC2H 0HE

Further information about this procedure can be found on the Gallery's website:
www.npg.org.uk/about/foi/freedom-of-information.php

National Portrait Gallery
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