

Complaints Policy of Atwell Wilson Motor Museum

Purpose

This policy explains how individuals should raise concerns or make complaints about Atwell Wilson Motor Museum or its subsidiary Atwell Wilson Motor Museum Enterprises. It will explain the various steps that will be followed until a solution is reached. This policy document will be made available to anyone on request.

Objectives

AWMM will make every effort to resolve all complaints quickly, fairly and consistently, in line with our commitment to transparency, accountability and continuous improvement.

Scope

This policy applies to all people who have contact with the museum, including:

- Visitors to the museum
- Donors and supporters
- Volunteers and staff
- Contractors or third parties engaging with AWMM

Concerns

If volunteers or staff have any concerns, in the first instance you should tell your manager as soon as possible, so they can quickly understand your concerns and try to put things right.

If visitors have any concerns, you should inform a member of the reception staff, who will pass it on either verbally or in written format to the appropriate manager/trustee. Should you provide contact details, then a response will be provided within 7 days.

If contractors or donors have any concerns, you should discuss with your point of contact within AWMM, who will usually be a director.

If users of the Wedding Cars have any concerns, they should discuss this with either the person who took the booking, or directly with the Director(s) of AWMM Enterprises.

Concerns will be handled informally, and no records will be retained.

If you are not happy with the response to your concern you have the option of raising a formal complaint.

Formal Complaints

Formal complaints can be made in the following manner:

- In person at the museum reception desk
- In writing to the Chairperson, Downside, Stockley Lane, Calne Wiltshire, SN11 0NF
- Via telephone 01249 813119
- Via email enquiries@atwellwilson.org.uk (Please include the word "Complaint" in the email heading)

Where possible, you should use the Complaints Form that is attached to this document. If your complaint is not submitted using the form, then a member of staff will transcribe the relevant information onto the form. If you are unwilling to provide contact details, then the complaint will follow the Anonymous Complaint route.

Receipt will be acknowledged, if possible, within 7 working days. The complaint will then be investigated. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the trustee will contact the person complaining to request this.

A response will be sent within 14 working days. If this is not possible, a holding reply will be sent after 14 days advising when we estimate the investigation will be completed. The complaint response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act, which will almost certainly not allow us to disclose sensitive personal information.

If the complainant is not satisfied with the response, he or she may appeal the decision, by writing to the Chair, the contact details of whom will included in our response. Appeals must be submitted within 28 days of our response to the complaint.

The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified within 28 days and will be final.

Anonymous Complaints

Anonymous complaints will be recorded and considered, but actions may be limited. We will be mindful that anonymous complaints can sometimes be malicious, and individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.

Consequently, anyone wishing to complain is strongly encouraged to provide the information requested above and their contact details. This will also allow us to advise them of the outcome.

Confidentiality and Data Protection

To process a complaint Atwell Wilson Motor Museum will hold personal data about the complainant, which the individual provides, and which other people give in response to the complaint. We will hold this data securely and only use it to address the complaint. The identity of the person making the complaint will only be known to those who need to consider the complaint and will not be revealed to other people or made public. However, it may not be possible to preserve confidentiality in some circumstances, for example, where relevant legislation applies or allegations are made which involve the conduct of third parties.

Atwell Wilson Motor Museum will normally destroy complaints files in a secure manner six years after the complaint has been closed.

VERSION CONTROL - Approval and Review

Version No	Approved By	Approval Date	Main Changes	Review Period/date
1.0	Board	Dec 2025	Initial draft approved	Annually
2.0	Board	19/05/26	Final draft approved	19/05/27

Atwell Wilson Museum Complaints Form

Boxes to be completed by AWMM

Assigned to:	Date:	Complaint No.
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Your Name:

Address :

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Email:

Telephone:

Preferred Contact Method:	Post		Phone		Email	
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Date of complaint: Approximate time:

Complaint Details (continue on separate sheet if required):