



Complaints Policy

This Policy applies to:

The International Institute for Conservation of Historic and Artistic Works (IIC).

The Institute is a learned society, a company limited by guarantee registered in England and Wales (No. 481522) and a registered charity (No. 209677) IIC is registered for VAT (No. GB 241 0811 10)

Purpose of Policy:

IIC views any feedback as an opportunity to learn and improve for the future. Where we receive a complaint, we see this as a chance to put things right for the person (or organisation) that has made the complaint.

Our Policy Statement:

- To provide a fair 'Get in Touch' procedure which is clear and easy to use for anyone wishing to forward a complaint.
- To make sure everyone at IIC knows what to do if a complaint is received and is aware of IIC's Complaints Procedure.
- To make sure that complaints are investigated fairly and in a timely way, and wherever possible resolved to ensure relationships are repaired.
- To gather information which helps us to improve what we do.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of IIC.

Where Complaints Come From:

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in IIC, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing and should be handled in line with IIC's Complaints Procedure.

IIC promotes a 'Get in Touch' procedure on its website.

This policy does not cover complaints or grievances from staff, who should refer to IIC's internal policy on such matters.

Safeguarding Concerns:

If the complaint raises a safeguarding concern the matter will be immediately referred to the **Executive Director** and the **Safeguarding, Complaints and Conduct Committee**.

IIC has a [Safeguarding Policy](#) in place.

Confidentiality:

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements in line with [IIC's Data and Privacy Policy](#).

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Responsibility and Review:

The overall responsibility for this policy and its implementation lies with the Council of trustees of IIC.

This policy is reviewed annually and updated as required.