

MNH Complaints Procedure

Manx National Heritage seek to provide exemplary service across all aspects of our operation, be it in person, online, on the telephone or in writing by post or email or via a feedback link on our website.

Feedback about our sites and services is positively encouraged and welcomed. It provides an opportunity for improving our understanding of expectations and also highlights areas of our sites and service where improvement may be needed.

MNH Staff are encouraged to:

- a) seek to deal with complaints with understanding, swiftly and fairly and resolve issues on the spot wherever possible.
- b) regard well-founded complaints as a means of identifying areas of concern and improving performance in the future. Even complaints without substance may be useful as showing a need to work for better understanding of what we are trying to do

You are invited to provide feedback through any of the following channels:

1. In person, verbally to any member of MNH staff
2. Verbally by telephone to the site or service area concerned or to the Public Services Division of Manx National Heritage on 01624 648032
3. In writing, by email to enquiries@mnh.im or post to: Manx National Heritage, Manx Museum, Kingswood Grove, Douglas IM1 3LY. Receipt of the communication will be acknowledged immediately and wherever possible, a response given within seven days of receipt.
4. Verbally, informally to any member of MNH staff. Where you wish to mention an issue but not formally complain, the staff member will make a note of the issue and report it to their line manager and the MNH Communications Manager
5. By completion of one of our visitor surveys available at all of our sites
6. By reviewing us on Trip Advisor
7. Via social media on our Facebook or Twitter pages