



## **The Online Memorial and Museum of Prisoners of War**

Charitable Incorporated Organisation, [registered charity number 1200975](#).

### **PROCEDURE FOR COMPLAINTS**

#### **How to complain**

A complaint may be submitted via the form on <https://www.prisonersofwarmuseum.com/contact-us/>

It will help us to deal quickly and fully with your complaint if you can state that you are making a complaint, set out your concern in writing as clearly as possible, and provide your contact details.

#### **What you can expect from us when handling a complaint**

Our policy is to take legitimate complaints seriously and deal with them according to the procedures set out in this policy.

#### **Our service standards**

We aim to deal with complaints promptly and sensitively, and be courteous and helpful at all times. We would hope, too, that you will be courteous and fair in your dealings with our volunteers at all times.

If you make a complaint, we will investigate it thoroughly and impartially, without discrimination or prejudice. We aim to resolve matters as promptly as we can, but if a complaint gives rise to serious issues, we may need to take extra time in order to investigate it fully and properly so that, wherever we can, we resolve the issue first time and learn from it and make improvements.

We will ensure that all decisions we make are proportionate, appropriate and fair given the circumstances of each individual complaint.

If you have supplied your contact details, we will send an acknowledgment of your complaint within five working days.

When we provide you with a final response, we will clearly set out the steps we took in investigating the complaint along with our views and

reasons for this. Where we identify mistakes in our approach we will acknowledge those mistakes, set out details of remedial steps or changes we think are appropriate in the circumstances, and explain what we will do to prevent the problem from reoccurring. We expect most complaints to be resolved at stage one.

If you remain dissatisfied  
However, if you consider the response you have received is not fair or appropriate, you may contact us to request a review of your complaint by the Board of Trustees.

**Change Record:**

Date of Change   Changed by   Comments   Date of approval by Trustees

Date of Change:	Changed by:	Comments:	Date of approval by Trustees:
15/1/2024	MJS	Original Feb 2024	Aug 2024
August 2024	MJS	Format to standard	14th Oct 2024
Review 2025			

**The objects of the CIO are:**

- To advance the education of the public on the subject of prisoners of war by:
- a. Providing a permanent, online Memorial & Museum of Prisoners of War by maintaining and regularly updating an interactive, historical and educational internet resource which enables the collection and preservation of information concerning prisoners of war
  - b. organising seminars, conferences and tours that educate the public on the experiences of prisoners of war, and to pursue any other activities that support these purposes.
  - c. The commemoration and remembrance for the public benefit, of former prisoners of war and the sacrifices they made.