



ROYAL AIR FORCE MUSEUM'S COMPLAINTS PROCEDURE

Complaints will be given the highest priority for investigation and written response.

Should there ever be an occasion when you feel we have failed to honour our promise, we will do everything possible to ensure your complaint has been dealt with quickly and fairly.

The Museum regards a complaint as:

- Any expression of dissatisfaction about the Museum and its services, whether made formally or informally.

Customers are free to decide how they wish to complain. This might be:

- In person to a member of front of house staff.
- To a member of management.
- By completing a Customer Comments/Complaints form.
- By telephone
- By letter
- By fax
- By e-mail
- Via the Museum website (<https://www.rafmuseum.org.uk/contact-us/enquiry-form.aspx>)

All staff are responsible for addressing a complaint as soon as it is made and the matter will then be referred to the appropriate Manager at the Museum.

If you feel your complaint has not been dealt with satisfactorily, please contact one of the Senior Leadership Team listed below:

- | | |
|----------------|-------------------------------------|
| • John Sugg | Head of Visitor Experience (London) |
| • Alan Edwards | General Manager (Cosford) |

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