



<p>Title: <b>Patron Grievance Policy</b> Approved By: <b>Noyes Museum Advisory Board</b> Submitted to <b>Dean of Arts and Humanities</b></p>	<p>Document Type: <b>Policy</b> Original Effective Date: <b>5/12/2022</b> Date of Last Revision: <b>1<sup>st</sup> Edition</b></p>
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## **Patron Grievance Policy**

### **Noyes Museum of Art of Stockton University Mission**

Building upon the core of the Fred and Ethel Noyes Collection, The Noyes Museum of Art of Stockton University provides the southern New Jersey region opportunities to learn about, explore, and experience the arts in an inclusive, accessible, and safe space.

### **Noyes Museum of Art of Stockton University Vision**

The Noyes Museum of Art of Stockton University will be recognized for creating a thriving cultural environment for experiencing the arts in the southern New Jersey region.

**Purpose:** The Patron Grievance Policy addresses patron complaints regarding museum services, procedures, policies, and staff conduct. Museum policies and procedures have been developed to provide fair and equitable service to all individuals. Persons who have experienced difficulties with a museum service, policy, or staff member are encouraged to discuss those concerns with museum executive director. The executive director will attempt to resolve issues as quickly and fairly as possible; however, a patron may request to file a formal grievance using the procedure as follows if the issue cannot be resolved.

### **Patron Grievance Procedure**

- A patron who wishes to file a formal grievance about a museum policy, procedure, service, or staff member's conduct may submit a written complaint to the Executive Director.
- The written complaint should include: the date of the complaint/incident, the name and contact information of the individual making the complaint, and a detailed explanation of the issue.
- Written complaints sent to the Executive Director will be reported to the Noyes Advisory Board, and the Dean of Arts and Humanities.
- The patron will be informed of the decision and what action was taken regarding the incident.
- The decision of the Advisory Board and Dean with respect to a complaint will be final.
- Intentionally bypassing or disregarding this procedure will result in an immediate dismissal of the complaint.