

Complaints Received 2005 - 08

Year	Number of complaints	Percentage dealt with within 5 working days
2005	13	62%
2006	10	20%
2007	17	53%
April – Dec 2008	14	86%

Please note that in October 2007 the Horniman Museum introduced a new Customer Care Policy in which we promise to respond to all complaints within five working days.