



# GUNNERSBURY

## PARK & MUSEUM

### **Our Customer Complaints Policy Summary**

We aim to:

- provide a fair complaints procedure which is clear and easy to use
- publish the complaints procedure so that people know how to make a complaint
- respond to all complaints in a timely manner and investigate them appropriately and fairly
- resolve complaints and repair relationships, wherever possible
- gather information and take action when necessary to help us to improve
- to handle all complaints and complaint information sensitively, telling only those who need to know, following principles of relevant data protection legislation
- ensure everyone at Gunnersbury Park & Museum knows what to do if a complaint is received.

### **Complaints handling**

We will:

- acknowledge complaints within ten working days
- tell the complainant what will happen next and give an indication of timescale
- make the complainant aware of our complaints policy

### **Making a Complaint**

We encourage the swift reporting of dissatisfaction, whilst a customer is on site, to the staff at the facility being used or at one of the designated receptions so that we have the opportunity to put things right at the time. If this is not possible, or you are not satisfied with the response received:

in writing to 'Feedback' at Gunnersbury Park Museum, Popes Lane, London, W5 4NH

or by e-mail to [info@visitgunnersbury.org](mailto:info@visitgunnersbury.org)

or by telephone 020 3961 0280

A complaint should include the following information:

- Describe clearly what happened, (include the date, time and location of the incident. Please be as specific as possible about the location within the park and museum)
- Tell us why you are making a complaint
- Tell us what you would like as an outcome
- Please provide your full name, email address and contact phone number
- Tell us how you would prefer us to contact you
- If appropriate, please send us any documents that support your complaint.

We cannot guarantee that complaints made via social media will be seen and responded to within the timescales set out in this policy.



# GUNNERSBURY

PARK & MUSEUM

## **Resolving Complaints**

Any complaints we receive can expect an initial response within ten working days. This is our opportunity to investigate your complaint, gather the appropriate information and determine the next steps for you. If the individual cannot resolve the complaint or the issue is regarded to be sensitive or significant, the complaint information will be recorded and passed to the senior management team to assess the issue accordingly.