



The Strawberry Hill Trust : Complaints Policy

Policy statement

The Strawberry Hill Trust (SHT) is committed to setting and maintaining high standards of service and visitor experience across all of its activities. Anyone who expresses dissatisfaction with any aspect of their visit or the services which the museum has provided can expect to have their complaint addressed as quickly as possible.

We welcome constructive feedback of any sort. When dealing with feedback and complaints SHT will handle your communication:

- Promptly.
- With courtesy and respect.
- In a fair and impartial manner.
- Taking into account any reasonable requirements you may have.

Definition

A complaint may be defined as an expression of dissatisfaction about any aspect of the museum's service, offer or other operation, or perceived failure on the part of SHT. Informal complaints may be addressed to the museum verbally or in writing and it is expected that most of these will be resolved quickly and informally by means of an immediate reply or explanation. An informal complaint may relate to any aspect of our museums or our service that you feel we could improve upon.

Formal complaints must be made and responded to in writing. These will tend to relate to serious matters such as:

- Health and safety.
- Safeguarding.
- The behaviour of museum staff.
- Unfair treatment.
- Contravention of laws or regulations.

Formal complaints may also be made when someone having submitted an informal complaint remains dissatisfied with an initial response, or with any redress already offered.

Scope and purpose

The policy aims to ensure that complaints received by SHT are investigated, dealt with and responded to in accordance with the museum's commitment as stated above.

It **does not** cover complaints or internal reviews relating to data protection or the Freedom of Information Act, for which there are separate policies and procedures..

Delivery and responsibilities

The Director will ensure that procedures are in place and publicised to ensure:

- Complaints about the museum's actions or omissions are acknowledged and properly investigated.
- Complainants are kept informed about the progress of investigations and receive appropriate responses.
- Formal complaints are investigated, and that any agreed recommendations resulting from these investigations are properly acted upon.

All staff are responsible for implementing the policy and following relevant procedures.

Procedures

The museum will operate a system through which complaints will be handled courteously, effectively, fairly and in a timely and informative manner. Complaints will receive a response, or holding reply, within **ten days**.

Monitoring

The policy will be monitored via ad hoc checks through quarterly reporting process to the museum's Trustees. Complaints reports will be used to assist the museum in understanding the views of its users, to identify trends and to improve services where possible. Lessons learned will be communicated to staff.

Raising a complaint

Formal complaints should be submitted to enquiry@strawberryhillhouse.org.uk or in writing to Director, Strawberry Hill House & Garden, 268 Waldegrave Road, Twickenham, TW1 4ST.

Review

This policy is owned by the SHT Trustees and was approved by the Trustees on 19th April 2023.

Date of next review: by April 2026