



Our Feedback Policy

The Wordsworth Trust is committed to providing a high quality service to everyone who engages with our work. One of the ways in which we can continually improve our service is by listening to, and responding to, our customers, supporters and others who use our services.

We welcome comments or suggestions on ways to improve our service. These can be communicated to us by speaking to a member of staff, by using the suggestion box located in the Wordsworth Museum, or by sending an email to enquiries@wordsworth.org.uk or by writing to us at the address below.

If you wish to make a formal complaint about the service that you have received, please do so

- by sending an email to enquiries@wordsworth.org.uk, or
- by writing to the Visitor Experience Manager at the address below, or
- by contacting the Visitor Experience Manager by telephone on 015394 35544.

If you are not satisfied with the response that you receive, we ask that you contact our Director, Michael McGregor, in writing at the address below.

We will acknowledge and make an initial response to all complaints that we receive within five working days. We expect most complaints to be resolved within that time. However, if we need to conduct further investigations we will aim to provide a full response within thirty days of receipt of the complaint. If we require more than thirty days due to exceptional circumstances (for example, a key member of staff is on sick leave), we will notify you in writing.

In the case of a serious complaint that we are unable to resolve to your satisfaction, we will discuss with you whether it would be helpful to invite a mutually agreed third party to act as an arbiter to resolve the matter.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can raise it with the Fundraising Regulator:

- by completing a complaints form online (www.fundraisingregulator.org.uk),
- by writing to the address below, or
- by telephone – 0300 999 3407.

The Wordsworth Trust is registered with the Fundraising Regulator and agrees to abide by its decisions.

The Wordsworth Trust's address is:

Dove Cottage
Grasmere
Cumbria
LA22 9SH.

The Fundraising Regulator's address is:

2nd Floor, C.A.N. Mezzanine Building
49-51 East Road
London
N1 6AH.



Our Complaints Procedure

The Visitor Experience Manager and the Operations Director will jointly act as the Respondents.

All complaints received by email or through the post should be sent to the two Respondents only.

The Respondents will liaise regarding an appropriate response, and neither shall act unilaterally. The Respondents only shall decide who else in the organisation needs to be informed of the exact nature of the complaint.

Complainants' personal details shall at all times be treated as confidential. The Wordsworth Trust reserves the right to submit summary details of complaints received to regulatory bodies such as the Fundraising Standards Board. The Respondents will involve those members of staff they consider necessary to get a full picture of the complaint.

The Respondents will decide who shall respond, and if a response can be given immediately, or whether a fuller investigation is necessary. The Respondents are responsible for acting in accordance with the policy above.

In the absence of one of the Respondents, the Deputy Visitor Experience Manager will deputise for the Visitor Experience Manager and the Director will stand in for the Operations Director.