

Our Feedback Policy

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

We welcome comments on or suggestions about ways in which to improve our services. You can do this by speaking to a member of our team, by using the suggestion box located in the Museum at Wordsworth Grasmere, 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 received, please do so by:

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

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

We will acknowledge and make an initial response to all complaints that we receive in five working days. We expect most complaints to be resolved within that time. However, if we need to carry out further investigations, we aim to provide a full response within thirty days of receipt of your complaint. If we need more than thirty days due to exceptional circumstances (for example, if a key staff member is on sick leave), we will let you know 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/complaints),
- writing to the address below, or
- 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:
50 Featherstone Street
London
EC1Y 8RT.

Our complaints procedure

The Head of Visitor Experience and the Finance & 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 within the Wordsworth Trust 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 Regulator. 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 Visitor Experience Manager will deputise for the Head of Visitor Experience, and the Director will stand in for the Finance & Operations Director.