



The Brontë Society

Brontë Parsonage
MUSEUM

FEEDBACK AND COMPLAINTS POLICY

Governing body: The Brontë Society Board of Trustees

Date on which this policy was approved by governing body: 15 February 2024

Policy review procedure: We will review the policy every three years to ensure it is in line with best practice.

Date at which this policy is due for review: January 2027

Feedback

The Brontë Society is committed to providing an excellent service to all our visitors, customers, audience members and anyone else who engages with us. We recognise that one of the ways in which we can improve our services is by listening and responding to all those who use them. We therefore welcome visitor feedback and suggestions about ways in which we can improve our services. Visitors who would like to share their feedback can do so by speaking to a member of our team, by completing one of our surveys, by sending an email to bronte@bronte.org.uk, or by writing to us at the address below:

The Brontë Society
Brontë Parsonage Museum
Haworth, Keighley
BD22 8DR

Complaints

We also know that despite our best efforts, things sometimes go wrong. We would like to know when they do, so that we can have the opportunity to put things right and ensure the situation doesn't arise again.

The Brontë Society has drafted this policy to ensure that:

- Complaints are dealt with fairly, efficiently and effectively
- Complaints are handled in a consistent manner
- Customer satisfaction remains consistently high
- We can learn from any mistakes that are made

Informal complaints

Many complaints can be resolved informally. In the first instance, please contact the Brontë Parsonage Museum to explain the situation. You can do this by emailing us at bronte@bronte.org.uk or by calling 01535 642323. A colleague will be happy to assist you to try and resolve the matter.

Formal complaints

If, however, you would like to make a formal complaint about the service you have received, please do so by writing to us at the address above, or by emailing bronte@bronte.org.uk, marking your communication for the attention of the Senior Leadership Team.

Our complaints procedure

The Brontë Society will acknowledge your complaint within five working days.

Two members of the Senior Leadership Team, acting on behalf of the Brontë Society and in line with this policy, will decide who else needs to be informed or involved and whether further investigations need to be carried out. They will liaise regarding an appropriate response and the Brontë Society will aim to provide you with this within a calendar month of us receiving your complaint.

If, for any reason, we are unable to respond to your complaint within this timeframe, you will be informed of the delay and the reasons for it. Please note that any internal investigations will be treated as confidential and the details of any disciplinary action taken against staff as a result of such an investigation will not be shared with you.