Complaints Policy

This document is intended to provide information relating to the following businesses: Rothschild Foundation, Rothschild Foundation Waddesdon, Rothschild Waddesdon Ltd. Hereafter referred to as the 'organisation', intended to cover all business entities.

This document covers complaints from the public relating to:

- All activities at Waddesdon Manor, the Waddesdon Archive & Eythrope Gardens
- The Rothschild Foundation's activities including Grants, HR and Finance
- The activities of Rothschild Foundation Waddesdon Ltd (RWL) including The Bow, The Five Arrows and private events.

Hereafter referred to as the RF, intended to cover all business entities and activities.

Complaints by staff are handled according to the Staff Complaints Policy

Policy Statement

The Rothschild Foundation (RF) is committed to setting and maintaining high standards of service and visitors experience across all its activities and we welcome constructive feedback of any sort.

When dealing with feedback and complaints the RF will handle the communication:

- Promptly and courteously
- Fairly and impartially
- With respect for any reasonable requirements, you may have.

Please note that external third parties may use our facilities for their own events and activities. If the complaint concerns one of these activities, we will liaise with the relevant third party to resolve issues raised with us.

Definition

A complaint is defined as any voluntary expression of dissatisfaction, made by the public, which relates to our work or organisation, whether justified or not, and requires a formal response. We distinguish between:

Informal feedback: Comments, suggestions, or concerns that do not require a formal investigation. These are typically addressed immediately by staff and recorded for continuous improvement.

Formal complaints: Issues that require a written response and investigation. Formal complaints generally fall into categories such as:

- Health and safety
- Organisational policy
- The behaviour or practice of the organisation's staff, volunteers, partners or contractors
- Unfair or discriminatory treatment
- Contravention of laws or regulations

A formal complaint may also be raised, if the complainant is dissatisfied with the handling or resolution of an informal complaint.

Complaints regarding potential safeguarding issues should be handled under the Safeguarding Policy and Procedure.

Complaints under General Data Protection Legislation will be dealt with by our Data Protection Team following their procedures and will receive a formal response within 30 calendar days.

Scope and Purpose

This policy ensures that all complaints are investigated, addressed, and resolved consistently and fairly. Its purpose is to provide clear guidance and reassurance that concerns will be handled properly. Note that general feedback received through surveys or other mechanisms is not covered by this formal process.

Procedure

The RF will operate a system through which complaints will be handled courteously, effectively, fairly and in a timely and informative manner. Our staff are trained to follow our written complaints procedure.

Upon response to a formal complaint, we will:

- Acknowledge receipt of the complaint within 7 calendar days
- Make a formal log of the complaint
- Bring the complaint to the attention of the relevant Head of Department or member of the Senior Leadership Team
- Where necessary, carry out a full investigation of the matter, led by the relevant Head of Department or member of the Senior Leadership Team
- Respond in writing within 10 calendar days of the initial complaint
- If this is not possible, we will contact the complainant to explain and give a new deadline

Monitoring

Complaints will be monitored through regular reporting to the Senior Leadership Team. Complaints will be used to assist the RF in understanding the views of its visitors, to identify trends and to improve services, where possible. Lessons learned and improvements will be communicated to staff.

Waddesdon Manor Visitors

Most complaints about our visitor operation can be resolved by staff on site during a visit. When a complaint is made in person, will always aim to resolve the issue then and there. If it is impossible to make the complaint in person, and for all other issues, the complainant should contact us directly either by email or in writing.

Formal complaints should be submitted to:

For complaints relating to experience at or engagement with Waddesdon Manor and Archive or our Trading Company (catering, retail, private events, hotel and pub) please contact enquiries@waddesdon.org.uk

Or in writing to:

The Box Office, Waddesdon Manor, Waddesdon, Buckinghamshire, HP18 0JH.

Or info@rothschildfoundation.org.uk for complaints relating to Rothschild Foundation activities (including HR, Finance, Grants)

Or in writing to:

The Rothschild Foundation, Silk Street, Waddesdon, Buckinghamshire, HP18 0JZ.

Appeals

If a complainant is dissatisfied with the way their complaint has been handled they have the right to appeal to ceo@rothschildfoundation.org.uk, marking the email for the attention of the CEO.

Looking after the personal data

We commit to handling all personal information safely and in accordance with the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR). Personal data collected during the complaints process will be used solely to investigate and resolve the complaint. Further details on how data is managed, can be found in the Privacy Policy which is available on the website.

We keep a record of complaints including personal details for a minimum period of two years after resolution. After this time, we may continue to store the details of the complaint for the purposes of monitoring, but unless there is a good reason to keep personal details (for example if the information is required by law, or if necessary, for a particular function such as health and safety or the management of our collections), the record will be anonymised, and personal details deleted.