



Comments, Compliments and Complaints

At Ryedale Folk Museum we hope to surpass your expectations, whether you have visited the Museum or used one of our services. Without the support of visitors and donors, we would not be able to continue to conserve local heritage or work with communities and young people.

There may be occasions when you would like your comments, compliments or complaints heard by our team. The Museum values feedback which can help to improve our services. This complaint process covers complaints made about how the Museum has handled any personal data we have collected about you.

Feedback while at the Museum

If you wish to provide feedback, please speak to a staff member, who will try where possible to deal with your comments. Many issues can be resolved informally through discussion.

If the issue cannot be resolved, staff will make a record and forward it to an appropriate staff member who will investigate. If you have provided your details, the Museum will respond to you after an investigating.

Compliments and positive feedback will be forwarded to relevant team members.

Feedback after your visit

You can email us at - info@ryedalefolkmuseum.co.uk

Or you can write to us at -

Ryedale Folk Museum
Keld Lane
Hutton le Hole
North Yorkshire
YO62 6UA

Or you can call us on - 01751 417367

Please include your name, address and contact telephone number in your email or letter so that we can get back in touch with you easily. We will hold your details

securely, in accordance with the Data Protection Act. We will only use your details for the purpose of replying and we will never pass them on to other organisations.

We will aim to respond to your comments within 10 working days. If your feedback is serious or more complex, it may take us more time to investigate and reply. We will let you know this and provide a timescale for our response.

If you are unhappy with our initial response, please let us know and the communications will be sent to the Museum's Director for review. The Museum Director will aim to respond to you within 10 working days.

Following the Museum Director's response, if your complaint has not been resolved to your satisfaction, please let us know and the communications will be forwarded to the Board of Trustees. A final response will be sent by the Trustees. There is no right of appeal and their decision is final.

If you do not agree with the trustees' response and your complaint is related to fundraising or another serious matter, then you can contact the following regulatory organisations:

- Fundraising Regulator
- Charity Commission
- Information Commissioner's Office

Their individual websites describe the occasions when you can register a complaint with them about Ryedale Folk Museum.

Making complaints on behalf of others

We will accept complaints that are made on behalf of another person. We may ask you to verify that you are authorised to act on the other person's behalf. This may mean we ask for:

- An appropriate power of attorney
- A signed letter of authority from the person you are acting on behalf of

Our Promise

We hope to respond to all complaints and solve issues amicably. We will:

- Acknowledge your complaint within 10 working days.
- Resolve complaints promptly and respond within 10 working days. If we need longer, we will let you know.
- Carry out fair investigation.
- Endeavour to learn from feedback to improve our offer and services.
- Treat all feedback with courtesy.

There are occasions where we may not be able to respond or may cease our communications. They include:

- A complaint that we have already responded to and that is being unreasonably pursued.
- Times when a complainant is being obviously abusive, prejudiced or offensive in their manner or when a complainant is harassing a staff member.
- If a complaint is incoherent or illegible.
- When a complaint has clearly been sent to us and numerous other organisations as part of a bulk mailing or email.

www.ryedalefolkmuseum.co.uk

Registered charity number – 1145218

Company number – 07889200