



**Irish  
Heritage  
Trust**



# Customer Complaints Policy

## **Not happy with our service?**

**We are always happy to receive comments, feedback and suggestions, and provide a variety of means by which you can do this.**

We are committed to dealing effectively with any complaints you may have about our service.

If we got something wrong, we will apologise and where possible we will try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

We will always be respectful, and we will treat customers as we would want to be treated.

## **When to Use this Policy**

When you complain to us, we will respond in the ways we explain below. Sometimes, you might be concerned about matters that are not decided by us (such as issues beyond our boundary) and we will then advise you about how to make your concerns known.

We will always learn from complaints and take action to improve our service and ensure that complaints are treated in confidence.

## **Informal Complaints**

If you have a concern or complaint, please raise it with the person you are dealing with as we believe most complaints can be sorted out quickly by **a member of staff at the place you are visiting** and our staff would welcome this if at all possible. They will try to resolve it for you there and then. If they are unable to deal with your particular problem they will seek help from the **General Manager**. However, they may still need to investigate the problem further in which case the General Manager will return to you within 5 days with a resolution.

If it is not possible to complain at the time you can contact the property by email, in writing or by telephone.

If there are any lessons to learn from addressing your complaint, the member of staff will draw them to our attention. If the member of staff can't help, they will explain why, and you can then ask for your complaint to be formally investigated.

## Formal Complaints

If you would prefer to make a formal complaint, then you should contact the relevant Irish Heritage Trust property. Links to online Feedback Forms are listed at the end of this document.

Alternatively, you can email us at one of the following email addresses:

**Strokestown Park & The National Famine Museum** – [info@strokestownpark.ie](mailto:info@strokestownpark.ie)

**Johnstown Castle Estate Museum & Gardens** - [info@johnstowncastle.ie](mailto:info@johnstowncastle.ie)

**Fota House, Gardens & Arboretum** - [info@fotahouse.com](mailto:info@fotahouse.com)

**Irish Heritage Trust** - [info@irishheritagetrust.ie](mailto:info@irishheritagetrust.ie)

You can write a letter to us at one of the following addresses:

<b>Fota House, Arboretum &amp; Gardens</b> Fota Island Carrigtwohill Co. Cork T45 Y642	<b>Johnstown Castle Estate, Museum &amp; Gardens</b> Co. Wexford Y35 HP22	<b>Strokestown Park &amp; The National Famine Museum</b> Strokestown Co. Roscommon F42 H282	<b>Irish Heritage Trust</b> No. 11 Parnell Square East Dublin 1 D01 ND60
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## What Should you Include in Your Complaint?

- Remember to state your name, address, and telephone number and email and whether you are acting on behalf of someone else.
- Briefly describe what your complaint is about stating relevant dates and times, if applicable list your specific concerns starting with the most important concern.
- Be clear about what you are hoping to achieve (for example an apology, explanation, etc.)
- State your preferred method of communication.

It will assist us if you include all extra information and/or copies of relevant documents are attached to your complaint.

## **Dealing With Your Complaint**

We will formally acknowledge your complaint within five working days and let you know how we intend to deal with it.

We will deal with your complaint in an open and honest way. We will make sure that your interactions with us in the future do not suffer just because you have made a complaint.

If you are making a complaint on behalf of somebody else, we will need their agreement to you acting on their behalf.

If, for some reason, your complaint will take a period of time to investigate and resolve then we will keep you informed and explain the reason for the time taken.

## **Investigating Your Complaint Fairly and Honestly**

If your complaint is straightforward, we will usually ask somebody within the Irish Heritage Trust to look into it and get back to you. In some cases, if the complaint is serious, we may ask someone from outside the organisation to investigate.

We will set out to you our understanding of your complaint and ask you to confirm that we have got it right. We will also ask you to tell us what outcome you are hoping for.

The person looking at your complaint will usually need to see the files we hold relevant to your complaint. If you don't want this to happen, it is important that you tell us.

If there is a simple solution to your problem, we may ask you if you are happy to accept this.

We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 30 working days and if it will take more than 30 days then we will advise you of the unavoidable delay.

## **Outcome**

If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred form of communication. This could be by letter or email, for example if necessary, we will produce a longer report. We will explain how and why we came to our conclusions.

If we find that we got it wrong, we will tell you what and why it happened. If we find there is a fault in our systems or the way we do things, we will tell you what it is and how we plan to change things to stop it happening again.

If we got it wrong, we will always apologise.

## Learning

We take complaints seriously, and we are continually learning from our customers complaints which we consider as a way of reviewing and constantly improving.

We keep a Complaints Record of all complaints we receive which is regularly reviewed, in order to understand what lessons can be learnt and applied so we can improve the service delivered and understand how we can improve the overall visitor experience.

It is the Irish Heritage Trust's policy to review complaint outcomes on a regular basis and there is a protocol in place to escalate more senior complaints to senior management and our Board as appropriate.

Where there is a need for change, we will develop an action plan setting out what we will do, who will do it and when we plan to do it by.

1. Link to Fota House [Customer Feedback Form](#)
2. Link to Johnstown Castle [Customer Feedback Form](#)
3. Link to Strokestown Park [Customer Feedback Form](#)
4. Link to Irish Heritage Trust [Contact Form](#)