

Complaints procedure

Here at Kielder Observatory we are so grateful for the loyal and passionate supporters we have and we know that things don't always go the way we would like.

Please use the contact details below to make a complaint and we'll promise to acknowledge, investigate and respond in a timely manner. We take all matters seriously and always want to ensure we resolve instances when we haven't got things right.

Email: admin@kielderobservatory.org

Tel: 0191 2655510

Some more information about our complaints policy is below;

What is a complaint?

A complaint is an expression of dissatisfaction, however made, about actions taken or a lack of action taken by Kielder Observatory. It will require investigation and in most cases a response to be produced.

Due to the breadth of our work, we know many of our guests are passionate about sharing their views and opinions and we welcome these. We do however recognise the difference in the different types of feedback we receive and these will be managed accordingly.

We will always try to respond to a complainant by the same means via which they were received and are always happy to follow up requests in writing should this be requested. Any complaints received via social media will be invited to make a formal complaint via email.

What is our complaint policy?

When managing any complaints we receive we will always strive to:

- Ensure it is easy to make a complaint
- Ensure each complaint is treated fairly and with respect
- Ensure each complaint is responded to within 10 working days
- Inform complainants of any delay
- Deal with complaints sensitively with only those who need to know and following any relevant GDPR requirements.

In most cases, it is our intention to resolve any dissatisfaction before it becomes a formal complaint. Therefore, we encourage guests to speak to a member of team at the time they have a concern, where possible. We hope we will be able to resolve any problem swiftly and will do so if possible and appropriate. Where this isn't possible we will follow our complaint procedure to ensure you receive a timely response and your concerns are investigated.

If for whatever reason you are not satisfied with this response you can request for your complaint to be escalated. In the first instance this will be with our Communications Executive based in our head office who, where necessary can pass it to the Office Manager. If after this stage you are still not satisfied you can request this to be escalated further to our Chief Executive Officer, we will advise you of timescales when this request has been received.

A complaint can be made to the Charity Commission at any stage. Should a complaint be received via these means before an internal investigation, it is likely the external body will refer complaints back to us to carry out our investigations. Should we not be able to resolve your complaint via our internal means you are able to refer these to either the Charity Commission & Fundraising Regulator.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: <https://www.gov.uk/government/publications/complaints-about-charities>

How do make a complaint?

Complaints can be made by phone, email or post. Depending on the nature of the complaint we may require written confirmation or may need to request additional information from the guest/ complainant to allow us to fully investigate.

Anyone wanting to make a complaint can email admin@kielderobservatory.org or write to us at Customer Service, Kielder Observatory, Unit C Bewick, Prestwick Park, Newcastle upon Tyne NE20 9SJ or give us a call on 0191 2655510

To enable us to respond and investigate as quickly as possible, please ensure you include as much information as you can for example:

Your name, email address and telephone number

Your relationship to Kielder Observatory

Any identifiers which may be helpful to us – Booking Ref No

How you would like us to respond