

Customer Feedback Policy

Our Feedback Policy

Lighthouse is committed to providing excellent service, and we invite feedback - to ensure the continuous improvement of the services and facilities it provides. However, Lighthouse recognises that sometimes we may not always provide the high level of service to which we aspire.

This policy sets out how you can take up any matter you think is unsatisfactory about the service you have received at, or from, Lighthouse. Sometimes we can put things right; sometimes we can only explain ourselves and apologise. But we do want to learn from our mistakes. What you tell us helps us to look at how we do things and helps us to improve our service.

Our commitment

The staff and volunteers who represent Lighthouse are committed to high standards of conduct and service at all times. Should complaints arise it is Lighthouse's policy to deal with these complaints quickly, effectively and to the customers' satisfaction.

If you are unhappy with any aspect of your experience on visiting Lighthouse, please feel free to speak to any member of our team – we may be able to address your comments immediately to ensure that your experience is as enjoyable as it should be. However, if you are unable to give your feedback when you are here, or would like to submit your comments after your visit, you can contact us by writing to us at:

General Manager
Lighthouse Poole's Centre for the Arts
21 Kingland Road
Poole
Dorset
BH15 1UG
T: 01202 280000
E: feedback@lighthousepoole.co.uk

All feedback information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Feedback may be made verbally or in writing, and the procedures are as follows

1. Verbal Feedback

Please ask to speak to the most senior member of staff available. The member of staff will take details of the feedback, identifying both the nature of the feedback and, if appropriate, the individual whom the feedback is being made. Any complaint against an individual will be dealt with in a confidential manner.

Should you not want to speak to the staff member available, you can leave your contact details and you will be contacted by the General Manager within 4 working days.

2. Written Feedback

Please write to the General Manager giving full details of your feedback and, if appropriate, who your feedback relates to. Alternatively you can email feedback@lighthousepoole.co.uk

Complaint Process

All complaints, written or verbal, are noted and we will formally acknowledge receipt of the complaint within 48 (working) hours, and provide a written response to you within 7 working days, detailing where necessary the further course of action to be taken. Where it is not possible to provide a full response within this time frame, a letter will be sent to you outlining progress and indicating when a response is likely to be forthcoming.

If you are satisfied with the response, the matter will be considered to have been closed.

If you remain dissatisfied with the explanation, or course of action, you can appeal to the General Manager (or Deputy CEO where appropriate) who will review the information and respond directly to you within 14 working days.

If you wish to make a final appeal against this response, all correspondence will be passed to the Chief Executive of Lighthouse who will review the information and will respond with a final decision within 14 working days.

We are committed to providing you with quality services in the most effective and efficient way possible.

Please note that this policy is solely for feedback about the service you received at Lighthouse - and not for any other type of feedback. Individuals who feedback about partner organisations will be notified in writing within three working day of receipt of the feedback that they need to complain to the organisation they have the complaint with, and will be provided with contact details, where possible.