



THE
NATIONAL
MUSEUM



PORTSMOUTH HISTORIC DOCKYARD

Enquires and Complaints Policy

Version 1.4



Table of Contents Page

1. Introduction
2. Contacting Portsmouth Historic Dockyard
3. Timescales
4. Escalation
5. Confidentiality



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1. Introduction

Portsmouth Historic Dockyard greatly values all feedback that it receives from visitors, whether positive or negative. All feedback is taken seriously and we really appreciate receiving it from our visitors. It forms part of the process we use to monitor and react to trends so we can ensure we continue to address the needs of our audiences as well as the need of our heritage assets.

We always endeavour to address any issues and act as quickly and efficiently as possible in order for future visitors to have the best possible experience.

We commit to responding to all visitor feedback in a timely manner. Responses will be written to acknowledge, remedy or explain the issues or concerns raised by the visitor.

This policy provides guidance for visitors who wish to provide their feedback direct to the historic dockyard, about their experience during a visit.

2. Contacting Portsmouth Historic Dockyard

There are a variety of ways to contact us with feedback and enquires.

- Email enquiries@historicdockyard.co.uk
- Telephone 023 9283 9766 (opt.1)
- Facebook <https://www.facebook.com/historicdockyard/>
- Twitter <https://twitter.com/phdockyard?lang=en>
- During your visit
 - Ask for the appropriate manager
 - Ask for a feedback form at the Visitor Centre
 - Ask for a visitor survey at an attraction leaving your feedback and contact details
- Post - Portsmouth Historic Dockyard
 - Visitor Centre
 - Victory Gate
 - HM Naval Base
 - Portsmouth
 - PO1 3LJ



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In order for us to be able to provide the best possible response; please help us by providing as much detail as possible. Such as:

- What happened?
- Where? Was it at an attraction – which one? In the Visitor Centre, on a Harbour tour or Waterbus?
- What date and time?
- Which type of tickets did it effect (if appropriate)?
- The names or descriptions of any staff involved
- Did you ask to speak to a manager at the time?
- Any other pertinent information

3. Timescales

Portsmouth Historic Dockyard will do its utmost to respond to any visitor enquiries received within the following timescales. If more time is needed to compile a detailed response, then a holding message will be sent to the visitor informing them of this. An automatic acknowledgement is initially sent to visitors who send feedback through our 'contact us' page at

<http://www.historicdockyard.co.uk/contact-us>.

- 0 hours - Automatic acknowledgement of feedback sent
- Within 3 days - Responses sent to visitors from Portsmouth Historic Dockyard Visitor Experience Team.
- 3 working days – if visitor requests response from Visitor Engagement Manager
- 10 working days – if visitor requests response from Senior Manager.

4. Escalation

Once your message has been either emailed or sent to our Visitor Experience Team we will endeavour to write a response within the next 3 days.

If you are unhappy with the response and would like to take further action your message will then be passed to the Visitor Engagement Manager, who will get back to you within 3 working days from when requested.



In the unlikely event that you are still not satisfied with the response received, you can request that your query is escalated even further. The original enquiry, coupled with the responses from both the Visitor Experience Team and Manager will then be given to the Operations Manager who will review and write a response within 10 working days of being passed the information.

5. Confidentiality

All data will be held in accordance with the (current) Data Protection Act.

All feedback will be treated in the strictest confidence and will only be distributed to those parties required to provide a full response.

No personal information will be shared with any third party or external organisations.

All written responses will be kept for a minimum of 2 years after which they will be destroyed.