

Comments and Complaints



Tell us what you think

We want to learn all we can from our visitors so that we can ensure that our policies, procedures and level of service meet your needs and expectations. We want to know what you enjoyed about your visit and where we did not meet your expectations. If you want to raise an issue we undertake to deal with it efficiently, resolve it promptly and act on it to improve our service.

How to contact us You may contact us by letter, email, telephone or in person.

If you wish to raise an issue, pay a compliment or make a complaint about your visit to a Royal Park your first port of call should, in most cases, be the Park Manager, whose name and contact details are set out on the park notice boards. Contact details can also be found on line at

www.royalparks.org.uk

If the Park Manager or his staff are unable to resolve the matter they will refer it to the appropriate person in The Royal Parks organisation to do so. If you wish, however, you may contact the headquarters of The Royal Parks directly at: The Royal Parks, Old Police House, Hyde Park, London, W2 2UH T: 0207 298 2000

Email: hq@royalparks.gsi.gov.uk

If you have a complaint about enforcement of the Park Regulations including speeding tickets issued by the Police you should contact the Metropolitan Police Service, The Old Police House, London W2 2UH. Telephone 020 7298 2000.

What happens next

We aim to acknowledge or reply to your comments within 48 hours (two full working days) and send a full reply within 10 working days. If this is not possible, we will explain why and let you know how long it will take.

If you have made a complaint and are unhappy with our initial response, you should contact us again and ask for the matter to be passed to a more senior member of staff. If you are still not satisfied, then you can ask for your complaint to be referred to the Chief Executive. If you are unhappy with the Chief Executive's response, we will advise you of your next steps.