

Comments and Complaints



Tell us what you think

We want to learn all we can from our visitors to 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 interaction with us, 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

The best way to contact us so we can resolve your concern promptly is by email. You can also contact us by letter, telephone or in person.

If you wish to pay a compliment, raise a query or make a complaint about your visit to a specific Royal Park your first port of call should, in most cases, be the Park Manager, whose contact details are set out in all park notice boards. Their contact details can also be found on our website, under the appropriate park page at www.royalparks.org.uk/parks.

If the Park Manager or their staff are unable to resolve the matter, they will refer it to the appropriate person in The Royal Parks to do so. If you wish, you can contact the headquarters of The Royal Parks directly via: Email: hq@royalparks.org.uk; Telephone: 0300 061 2000; Letter: The Royal Parks, Old Police House, Hyde Park, London, W2 2UH.

If you have a query or complaint about our fundraising activities, you can contact our Development team directly via: Email: support@royalparks.org.uk, Telephone: 0300 061 2270; Letter: Development team, The Royal Parks, The Old Police House, Hyde Park, London, W2 2UH.

If you have a query or complaint about enforcement of the Park Regulations including speeding tickets issued by the Metropolitan Police, you can contact the Metropolitan Police directly via: Email: RO-partnership@met.police.uk; Letter: Royal Parks Operational Command Unit, Metropolitan Police, The Old Police House, Hyde Park, London W2 2UH.

What happens next

We aim to acknowledge your correspondence within 48 hours (two full working days) and send a full reply within 10 working days. If the complaint is more complex, we may have to undertake further investigation. In this instance, 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 can contact us again and ask for the matter to be passed to a more senior member of staff. If you are still not satisfied, you can ask for your complaint to be referred to the Chief Executive's Office. If you are unhappy with the Chief Executive Office's response, we will advise you of your next steps.

If you have made a complaint about our fundraising practices and are unhappy with our response, you can contact us again and ask for the matter to be passed to a more senior member of staff. If you are still not satisfied, you can contact the Fundraising Regulator who will independently investigate your complaint. Their contact details are as follows:

The Fundraising Regulator
2nd Floor
CAN Mezzanine Building
49-51 East Road
London
N1 6AH

Telephone: 0300 999 3407

Email: enquiries@fundraisingregulator.org.uk