



Dog A.I.D. Complaints Policy

Dog A.I.D. strives to provide the highest standards of service. By listening to and learning from comments and complaints we can ensure constant improvement.

Dog A.I.D. aims to provide a fair procedure which is clear and easy to use for anyone wishing to make a complaint and to ensure that all complaints are investigated fairly and in a timely way. The procedure is outlined on the Dog A.I.D. website and promoted directly to clients, trainers and supporters.

Dog A.I.D. is registered with the Fundraising Regulator and we adhere to the Code of Fundraising Practice: www.fundraisingregulator.org.uk/code

When should you complain?

The simple answer is - as soon as you feel you have cause to complain. All that we ask is that you do so as soon as you are reasonably able, which should normally be within three months of the incident so that we can take steps to put things right if and when we need to.

How do you make a complaint?

If you have a complaint, we'd like the opportunity to look at it as soon as possible. In some circumstances, it may be possible to address the concern immediately but where that is not possible, it may be more appropriate for an investigation to be undertaken by a manager or a Trustee.

We encourage you to raise your complaint or concern with a member of staff first, either in person, by telephone or email. Our staff will deal with your concerns sensitively, but they may need to refer the matter to others, and they will also make a written record of your complaint.

Alternatively, you can raise your complaint directly by email at complaints@dogaid.org.uk

Our promise to you

If you feel we have made a mistake, we will investigate the matter and get back to you as soon as we are able to. If appropriate, we will apologise and remedy the situation as soon as possible. Dog A.I.D. is committed to treating all complaints seriously, sensitively, with discretion and understanding.

Your complaint will normally be acknowledged within two working days.

Your complaint will be investigated, and you will receive a written reply within 20 working days.

If there is a delay or we need to look into things further we will let you know, with clear reasons for the delay.



Please note that while your complaint is being investigated, we may need to contact you for further information. You may also be invited to a meeting to discuss particular issues. If you do not receive this offer but feel a meeting would be beneficial, please ask us.

We strive to act in an open and fair manner at all times. Please be assured that raising a complaint should have no impact on any support you may receive from us.

You may raise a complaint on behalf of someone else, but we will need their expressed consent from them for you to act on their behalf.

Only those directly involved in resolving your complaint will have access to the information you provide. Whilst you have the right to confidentiality, we are unable to investigate anonymous complaints.

Not happy with our response?

If you have cause to complain, we hope that you are satisfied with the outcome. If you are still not happy, you may write to the Chair of Trustees within 20 working days of receipt of the response to your complaint. You must state the reasons why you wish to appeal.

The outcome of the appeal will be notified in writing within 20 working days from receipt of your letter of appeal. If there is any delay anticipated in the response, you will be notified accordingly.

Please send your appeal to the address below marked 'For the attention of the Chair of the Trustees' or via email, the address can be found on our website.

If you still remain dissatisfied, you may report your concerns to any of the official bodies below:

Fundraising Regulator

www.fundraisingregulator.org.uk

Telephone: 0300 999 3407

Charity Commission

www.gov.uk/complain-about-charity

Telephone 0300 066 9197

Advice is available through the Protect Advice Line, Protect is an independent whistleblowing charity and provides free expert advice, helping you decide how best to raise your concern, advising you on what protection you are entitled to and what you can do if things go wrong:

www.protect-advice.org.uk/contact-protect-advice-line

We will handle information in line with Data Protection legislation and our Privacy Policy:

www.dogaid.org.uk/privacy-policy

Dog A.I.D., Earlyworld House, 7 Darwin Court, Oxon Business Park, Welshpool Road, Shrewsbury, SY3 5AL

Telephone: 01743 588469