

## **Canine Allies CIC - Complaints policy**

Canine Allies CIC Complaints Policy explains how you, the client, can raise a complaint about our services and how we will deal with complaints.

We will always aim to provide high quality services and client care. We recognise however that sometimes we may make a mistake or misunderstand therefore, it is important that you can raise any issues or complaints with us.

### **How to make a Complaint**

If you would like to make a complaint, you can do so via email to:

[complaints@canineallies.co.uk](mailto:complaints@canineallies.co.uk)

Please include the following in your email:

- Your full name
- Contact details (phone and email)
- The fact you are raising a complaint
- Relevant dates and times to your complaint
- A key summary of the problem(s) you have experienced and why this was not satisfactory
- Relevant documents or images
- How would you like us to resolve this for you
- Any support you may need at this time following the experience.

### **Your complaint**

- We will acknowledge we have received your complaint within 7 working days.
- A response to your complaint will be emailed to you within 28 business days of our receipt of your complaint. In times where the investigation may take longer we will make you aware of this and provide regular updates.
- Complaints will be processed during our business hours by the complaints team.

If we do not agree with the grounds of complaint, you will be provided with full details to explain why this is the case. If you are unhappy with this decision, information about your legal rights as a consumer can be found on the Citizens Advice Bureau website.

It is our aim that we can resolve complaints quickly and efficiently internally. However, if the complaint cannot be resolved in this manner, you may wish to obtain legal advice and/or explore other legal remedies which may be available to you.