

Complaints Procedure

Save A Pet Charity

Charity No. 1043095

1. Purpose

Save A Pet Charity is committed to providing a high standard of service. We take complaints seriously and view them as an opportunity to learn and improve our work.

This procedure explains how individuals can raise concerns and how we will respond.

2. Scope

This procedure applies to complaints about: - Our services and activities - Staff, volunteers, or representatives - Decisions made by the charity

3. How to Make a Complaint

Complaints can be made in the following ways:

Email: saveapet2023.org@gmail.com

Telephone: 07946 624884

Post: Hampson House, Hampson, Lancaster, LA2 0HY

Please include: - Your name and contact details - Details of the complaint - Any relevant dates, times, or evidence - How you would like the matter to be resolved

Anonymous complaints will be considered where sufficient information is provided.

4. Complaints Procedure

Stage 1: Initial Response

- Complaints will be acknowledged within 5 working days
- We will aim to provide a full response within 10 working days
- The complaint will be handled by an appropriate member of the team

Stage 2: Review

If you are not satisfied with the outcome: - You may request a review by a Trustee - This request should be made within 14 days of the response - A final response will be issued within 15 working days

5. Confidentiality

All complaints will be handled sensitively and confidentially. Information will only be shared where necessary to investigate the issue.

6. Record Keeping

We will: - Keep a record of all complaints - Monitor trends to improve our services - Store records securely in line with data protection requirements

7. Escalation

If you remain dissatisfied after completing our procedure, you may contact the Charity Commission for England and Wales.

8. Protection from Repercussions

Save A Pet Charity will ensure that individuals raising complaints are not treated unfairly or disadvantaged as a result.

9. Review

This procedure will be reviewed annually to ensure it remains effective and up to date.