

SOUTHERN GOLDEN RETRIEVER RESCUE

EXTERNAL COMPLAINTS PROCEDURE

All our coordinators, helpers and Trustees are volunteers, and while every possible effort is made to get things right, you may feel your experience with us could have been better. We therefore welcome comments on how we could improve.

However, if something is more serious in your dealings with us, you have the right to make a complaint.

The procedure for this is set out below:

Your complaint will be:

- Dealt with as quickly as possible;
- Handled fairly and politely, and;
- Investigated fully.

How can you complain?

In the interest of record keeping, you may complain in the following ways:

- By letter to 14 Swale Road, Rochester, Kent, ME2 2TT or given in person
- By email to: complaints@sgrr.org.uk
- On behalf of someone else in the above ways.

Our COMPLAINTS PROCEDURE has three stages;

STAGE 1 – FIRST INFORMAL COMPLAINT

You should, in the first instance, make your concerns known to The Complaints Officer, either at complaints@sgrr.org.uk or by post to 14 Swale Road, Rochester, Kent, ME2 2TT. We will try to resolve the matter immediately on receipt, and informally. If this is not achieved, you will be asked to make a formal complaint.

STAGE 2 – FORMAL COMPLAINT

If you wish to proceed to this stage, you will need to address your complaint to The Chairperson and Trustees at 14 Swale Road, Rochester, Kent, ME2 2TT. Your complaint will be acknowledged in writing within 7 working days of receipt, and we will aim to resolve the complaint within 14 working days of receipt. If this target cannot be met, you will be informed of the delay, the reason for the delay, and given a new target for responding.

STAGE 3 – MY COMPLAINT HAS BEEN INVESTIGATED BUT I AM STILL NOT SATISFIED

At this stage, the complaint will be dealt with through a meeting of the Trustees who will carry out an investigation and provide a response within 35 working days from escalation. Their response will be final. However, this does not affect your right to complain to the Charity Commission if you believe your complaint to be of a serious enough nature, for example if you have evidence of fraudulent activity.