



# Complaints Policy

<b>Company Name:</b>	Chimney Farm International Dog Rescue	<b>Charity Number:</b>	1177512
<b>Policy Title:</b>	Complaints		
<b>Date:</b>	12/10/2019	<b>Status:</b>	Released

## Overview.

Chimney Farm International Dog Rescue, hereinafter referred to as Chimney Farm, welcomes feedback. It acknowledges that responding to complaints is an important part of improving its accountability and ensures it will improve the quality of its work in all areas.

Feedback, which includes complaints, can be made by any supporter, partner organisation, community, individual, company or other entity with whom it works in the UK or internationally.

## Definitions.

A complaint is an expression of dissatisfaction about the standard of service, actions or lack of action, by Chimney Farm or its staff and associated personnel. It is a criticism that expects a reply and would like things to be changed. Complaints include inter-alia:

- Concern about the quality of its work.
- Concern about a particular fundraising approach or campaign action
- Concern about the behaviour of staff or associated personnel
- Concern about the treatment of an animal in our care

A complaint has to be about some action for which Chimney Farm is responsible, or is within its sphere of influence.

A complaint is **not:**

- A general inquiry about Chimney Farm's work
- A request for information
- A contractual dispute
- A request to amend records e.g. to correct an address, cancel a donation
- A request to unsubscribe from a Chimney Farm service e.g. a campaign newsletter or email

The complaints procedures do not apply to complaints that are subject to current investigation by any regulatory body or other legal or official authorities in the UK or other countries in which we operate. Such issues will be dealt with by the relevant regulatory body.

## **Procedure for making a complaint:**

It is hoped that most complaints or concerns about Chimney Farm's work, or behaviour, can be dealt with informally by staff or volunteers at a local level.

However, it is recognised that not all issues can be resolved in this way and that a formal complaints mechanism is required for those occasions when an individual or organisation wishes to make their complaint a matter of record and to receive a formal response.

## **How to make a complaint:**

All formal complaints should be made in writing either directly from the individual or organisation making the complaint or via someone acting on their behalf.

See below for details of to whom to address a complaint.

## **Who can make a complaint:**

This policy is global in application. A complaint can be made by:

- Any supporter
- Partner organisation
- Community or individual with whom it works
- Any member of the public whether an individual, company or other entity in the UK or around the world.

## **Who is not covered by this policy:**

Complaints relating to serious incidents such as fraud, corruption or safeguarding concerns will be dealt with through the relevant policy, procedures and other professionals such as the police.

## **How to make a complaint**

Send your complaint to: Jennifer Avila - [jenn@chimneyfarm.com](mailto:jenn@chimneyfarm.com)

# Change Record

Date of Change:	Changed By:	Comments:
01/10/2019	LB	First Draft
11/10/2019	CS	Edited
12/10/2019	CS	Minor edits
30/12/2019	CS	Minor edits following Trustee feedback