



## Complaints Policy & Procedure

BMDR is committed to maintaining high standards across all aspects of its work. While we always try to deliver an excellent service, we know that mistakes can happen and there is always room for improvement. We recognise the importance of continuous development and view any complaint received as an opportunity to better our practices and services.

### **BMDR commits to ensuring that:**

- People who engage with our organisation, including prospective adopters, other rescue organisations, donors, supporters, volunteers and the wider public, know how to make a complaint and can do so easily.
- Those making a complaint know that it will be dealt with sensitively, honestly and fairly.
- Complaints are dealt with in a timely and efficient manner.
- All BMDR staff, volunteers and trustees are aware of the complaints policy and procedures.
- Complaints are reviewed on a regular basis to inform service and process improvements.

### **What is a complaint?**

We regard a complaint as any expression of dissatisfaction with any aspect of BMDR's service, its staff and/or volunteers, raised by someone external to BMDR.

### **What to do if you have a complaint**

If there is an aspect of BMDR about which you feel you need to complain, please tell us as soon as possible. If we do not know about a problem, we cannot begin to investigate and/or take action in a timely manner.

Misunderstandings can often be sorted out on an informal basis so feel free to email us. Hopefully we can resolve the problem there and then.

Any individual or group can make a complaint, or a complaint can be made on behalf of someone else. (In cases where a complaint has been made on behalf of someone else, we will be mindful of privacy and data protection issues when responding).

To make a formal complaint, we would ask you to put all of the information in an email and send it to us with 'Complaint' in the email subject. When doing so, please tell us:

- what you think went wrong
- how we should put it right
- the impact on you

You can contact us:

- By e-mail: [complaints@barkingmaddogrescue.co.uk](mailto:complaints@barkingmaddogrescue.co.uk)

Any individual who posts negative feedback on any BMDR's social media channels will be invited to discuss their concerns with a relevant team member and/or to make a formal complaint via the channels listed above.

### **What we will do on receiving your complaint**

- We will listen, record your complaint and advise you how the complaint will be handled.
- We will investigate your complaint. If your complaint is about a senior member of our team, our Chair of Trustees will handle the investigation.
- We will inform you of the name of the person who will be investigating your complaint.
- We may need to ask you for further information that will help us with our investigation.
- If the complaint involves a member of staff or volunteer, this person will have the opportunity to express their point of view. We will not divulge the name of the person who has made the complaint during an investigation, unless you give us permission to do so.
- At all times we will treat you with understanding and respect. We ask that you do the same for our staff and volunteers.
- Confidential information in relation to your complaint will be handled sensitively and in line with BMDR policies.
- We will contact you to advise you of the outcome of your complaint and give you clear, evidence based reasons for our decisions. We will inform you about the lessons learnt and any changes made to services, guidance or policy as a result of the complaint.
- We are not able to respond to anonymous complaints.
- We cannot deal with matters for which BMDR is not directly responsible.

### **Complaint response times**

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately. However, we will act as promptly as we can. We aim to ensure that you will receive an initial acknowledgement and/or response within three working days of receipt of your complaint and we aim to resolve most complaints within fifteen working days of receipt.

If there are exceptional circumstances, where that timeframe will not be possible, we will advise you that this is the case.

### **What can I do if I am not happy with the response I get?**

If you are not happy with our response, please let us know and your complaint will be reviewed by one of our Trustees.

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