A close-up of a logo

Description automatically generated with low confidence

Complaint Policy

St Giles Animal centre will ensure any contact regarding dissatisfaction with our service or conduct is taken seriously as a complaint.

We advise all complaints to be set out in writing to the Centre Manager or Director of the centre.

The complaints this policy covers consist of –

* Service received from any department in the centre
* Professionalism and behaviour of any our Team members/and or volunteers/trustees/Representatives of the centre

How to inform us of a complaint

The centre contact details are set out on our website St Giles Animal Centre. Complaints can be emailed to the specific department. Centre Manager/Director email addresses can be given out at discretion if required. To be fully able to address your complaint please send your complaint in writing via email to the relevant department or addressed to St Giles Animal Centre, Newport Road, Wrantage, TA3 6DJ.

How we will handle your complaint

We will take your complaint seriously & deal with the complaint in accordance with our policy. Complaints will be dealt with promptly and treated as a sensitive matter in confidence.The data protection regulation act will be followed. We will investigate without prejudice or discrimination.

How we record your complaint

Accurate records and full details are kept of all complaint’s received. This ensures we can review feedback and monitor this on an ongoing basis to make future improvements. You have the right to request a review copy of your complaint.

Resolving your complaint

All complaints are investigated thoroughly. We aim to resolve your complaint within a minimum timeframe within 1 week. Detailed investigations may require further time. This will be communicated with yourself if required.

Complaint outcome

If you are not satisfied with the solution of your complaint, you can ask for this to be reviewed. A secondary investigation period will be followed, and you will be a verdict outcome within 5 working days. Steps will be taken to prevent a complaint from recurring. Further training & measures and steps required will be put in place as soon as is possible.