

JODIES CYPRUS DOGS REHOMING

www.jodiescyprusdogsrehoming.co.uk

Registered Charity 1156497



Email: Trustees@jcdr.co.uk

Making a complaint

JCDR welcomes feedback as it helps us to develop as a charity, giving us the chance to monitor and improve our services. We set ourselves a high standard of customer care and if this is not met, we want to hear about it. We are sorry if you feel that you need to make a complaint, the following information will help you understand our complaints procedure.

What is the complaints procedure for and what does it cover?

The procedure is for complaints about our services from the public and JCDR volunteers. GDPR legislation requires us to only process complaints that come from people who have had direct contact with JCDR. It prevents us from corresponding with third parties about complaints. This means that we cannot help you if you would like to complain on behalf of a family member, friend, or someone else, unless you have Power of Attorney. The complaints procedure is not set up to handle animal welfare concerns about a particular animal or other general animal welfare matters.

How do I make a service complaint?

Complaints can be made in the following ways:

By email:

- You can send an email to Trustees@jcdr.co.uk

Or

In writing:

- You can send a letter to JCDR, 61 Bridge Street, Kington, HR5 3DJ.

Please note that we are unable to accept complaints over the phone. If you have difficulty writing to us you may want to ask for assistance from friends, family, care workers, etc. or an organisation such as Citizens Advice.

What information do I need to provide?

To ensure that your complaint can be dealt with quickly and efficiently you should provide the following Information:

- Full name
- Postal address
- Email address
- Telephone number
- Any contact details that are different from the above
- Full details of the complaint including relevant dates
- Whether you have a relationship with us, e.g., as an adopter, volunteer or former volunteer or supporter.
- If you have any evidence available to support your complaint, e.g., photos, letters, emails, names of witnesses, vet's bill, forms, or other paperwork.

How long do I have to make a complaint?

Complaints will only be considered if they are received within three months of the time when you were first aware of the situation. We do not handle complaints that date back further than this.

If you remain dissatisfied following a reply to your complaint and you wish to escalate your complaint to the next level, this should be done within 15 working days of the date of our reply. We will not consider complaints outside this timescale.

What are the stages in the complaints procedure?

There are three stages in the complaint's procedure; all complaints will be handled in this way:

Level 1:

New complaints will be formally recorded and acknowledged (within five working days). They will be passed to the relevant person within the charity, who will investigate your complaint and reply to you within 25 working days of the date we acknowledged your complaint. If this is not going to be possible, they will let you know why, and how much longer it will take.

Level 2:

If you remain dissatisfied with the reply you receive at Level 1 and you let us know within 15 working days of the date of our reply, your complaint will be passed to the Senior Trustee, who will review the complaint and how it was handled. To ensure we save our resources for vital work on animal welfare, we will not acknowledge receipt of your letter/email but will aim to reply to you in full within 17 working days. If a Trustee is not able to do this, they will let you know the date by which they hope to reply.

What happens if I'm dissatisfied with a Level 2 reply?

If you're dissatisfied with a Level 2 reply, you will have reached the end of our complaints procedure and we will be unable to take the matter further.

What happens to complaints about financial irregularities?

Complaints about financial irregularities will be dealt with under the complaint's procedure.

If you remain unhappy, you may wish to contact the Charity Commission, the regulator and registrar for charities in England and Wales. Its website page www.gov.uk/complain-about-charity explains how to complain about a specific charity.

What happens to a complaint about our staff or volunteers?

We expect our volunteers to be always professional and courteous, so we take complaints about poor conduct very seriously. Any complaints or concerns regarding a JCDR volunteer are passed on to the Trustees for investigation. Please be aware that if the matter falls under our volunteer policy, we may not be able to inform you of the outcome but will still send you a reply when the investigation has been completed.

How do I know my complaint will be treated fairly?

We appreciate honest feedback as it helps us to learn and develop as a charity. We investigate all complaints thoroughly to see what we can learn from them and where we can improve our relationship with the public. Our investigation and response to complaints will be fair and without bias. A full explanation and an apology (when appropriate) will be included in our reply.

Will you give my details to other people?

For a complaint to be investigated fully, we will need to share your details and the complaint itself with relevant people within the charity. If it is essential that we do not share it, please tell us this in your complaint.

We have comprehensive data protection policies. Any personal information you provide when complaining to us will not be given to any other organisation. JCDR will take all reasonable steps to ensure your data is kept secure and to respect your information privacy.

Are there some complaints you don't respond to?

We expect our staff to always handle complaints politely. If the person making the complaint uses abusive language or an aggressive tone, we will not engage with this.

If the complaint is made in writing by letter or via our website and uses abusive language or threats, we will reply but will advise you in our response that this is unacceptable.

We may terminate correspondence about a specific complaint if despite our best efforts, we are unlikely to satisfy you.

If you write to us again about a different issue, it will be treated as a new complaint and replied to.

The decision to terminate correspondence will only be made by the Trustees after making sure that the matter has been investigated thoroughly and in line with our procedures. We will always tell you when we are terminating a complaint and the reason, we are doing this.

Complaints will also only be considered if they are received within three months of the time when you were first aware of the situation. We do not handle complaints that date back further than this.

GDPR/ Data protection legislation requires us to only process complaints that come from people who have had direct contact with JCDR. It prevents us from corresponding with third parties about complaints. This means that we cannot

help you if you would like to complain on behalf of a family member, friend, or someone else, unless you have Power of Attorney.

To recap - we may not respond to a complaint:

- When a complaint is illegible or incoherent.
- If a complaint concerns an incident that happened more than three months ago, as these can be difficult to thoroughly investigate.
- When a complainant is being abusive, offensive, or harassing members of staff or volunteers.
- When a complaint has been sent as a mass communication to us and other charities.
- When a complainant unreasonably pursues a matter that we have already fully responded to via our escalation process.
- When a complaint is made anonymously. At our discretion, we may decide to investigate the complaint and use the information to improve if we can, but we obviously cannot respond directly.

Do you publish information about complaints?

We internally analyse information on complaints regularly as this helps us see where our services need to improve. A general synopsis may be included in our Trustees' Report and Accounts.