

Healing Paws



Animal Rescue

www.healingpawsanimalrescue.com

Charity email: info.healingpaws@gmail.com

Admin email: healingpawsanimalrescue@outlook.com

Complaints Policy

Healing Paws Animal Rescue (HPAR) values the views of Healing Paws adopters and fosterers; we are committed to addressing any concerns or complaints raised as soon as possible.

Who can comment or complain?

- Anyone involved with HPAR, including adopters, fosterers and fundraisers.

Process

- For speed and efficiency, it may be easier to raise your concern or complaint with the person you have been linked with initially via email.
- Should this not resolve your concern then please do progress to a complaint, which we will investigate.
- We aim to acknowledge receipt of complaint within 3 working days and endeavour to resolve any concerns or complaints within 14 working days. Complexity may necessitate a longer duration in which to investigate and respond to your complaint.

Investigation

- Your complaint will be investigated as openly and transparently as possible by a Trustee of HPAR.
- The investigating Trustee will review the available evidence, to include written correspondence, email, text message, social media, etc. The investigating Trustee may speak with yourself and others named, whilst seeking to maintain confidentiality at all times.
- If, during the investigation, we become aware of any concerns for any animals in the care of anyone involved then steps to ensure, where possible, the safety of the animal will be taken.

Resolution and improvement

- On completion of the investigation, we will write to you with our findings, noting any action we are taking if necessary.
- We will explain our findings and any action we are going to take.
- Should there be any learning for us, indeed we strive to improve our care of our rescues at all times, and we will implement said learning.

Reviewed 08.06.20

Next review date: June 2022

Registered Charity: 1177945

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