



## **COMPLAINTS POLICY & PROCEDURE**

Phoenix French Bulldog Rescue (hereafter Phoenix FBR) is committed to maintaining excellent standards of customer-care and will be as transparent and accountable as reasonably practicable and as legally required. As an on-line organisation with no physical premises, this means that we endeavour to maintain good relations with all supporters, donors, and volunteers across all social media platforms, adhering to the codes of conduct of each. Our relationships with any of these parties will always be one of respect, integrity, and dignity.

### **But what should you do if we get something wrong?**

We are only human, and we make mistakes sometimes too. We welcome your feedback, good or bad and we will use this to make changes, learn and improve, and we want to make this process as simple as possible. If you find you have a complaint to make, and it is not resolved by speaking with the person concerned, it should be escalated to their Regional Manager in the first instance.

If you still feel that the matter is not adequately resolved, we have created a formal process that we hope will enable a timely resolution.

- Please complete the attached form with as much information as possible and email it to [complaints@phoenixfrenchbulldogrescue.org](mailto:complaints@phoenixfrenchbulldogrescue.org) You will receive an automated reply to confirm that it has been received.
- If you would prefer to post the form to us, please address it to the **CEO, Teresa Cargill, Phoenix House, 17 Wellington Road, Shortstown, Bedford, MK42 0UT**
- If you need any additional support regarding your complaint, please call 0300 772 7716 and a member of the Management Team will be able to help.

The Phoenix FBR Board of Trustees will review all complaints and will endeavour to respond in full within 28 days. If you are not satisfied with our response you have the right of reply with your suggestions of how it may be resolved to your satisfaction, and we will be pleased to discuss these with you.

### **Still not happy with how we have managed your complaint?**

We will always do our utmost to work with you for a satisfactory outcome but if you feel this is not being achieved and you are unhappy with any area of our work, you may prefer to contact our governing body:

**Charity Commission for England & Wales**

**102, Petty France**

**London SW1H 9AJ**

Tel: 0300 066 9197

Website: [www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)



<b>COMPLAINTS FORM</b>	
Name:	
Address:	
Contact number:	
Contact email:	
Details of your complaint: <i>(Please give the reason for your complaint, when and where it occurred and the name(s) of any individuals involved. Please give as much information as possible.</i>	
How can we resolve this to your satisfaction?	
Date submitted	

**What will we do with your information?**

Your information will be stored securely on our database as outlined in our Privacy Policy, which can be found on our website and our social media platforms

**Registered Charity No: 1171943 Registered Office: Phoenix House, 17, Wellington Road, Shortstown, Bedford, MK42 0UT**

**Enquiries@phoenixfrenchbulldogrescue.org Tel: 0300 772 7716**

**Facebook: Phoenix French Bulldog Rescue www.phoenixfrenchbulldogrescue.org**