

Cheadle & District Animal Welfare Society

Registered Charity 1039350

Complaints Procedure

Cheadle Animal Welfare Society makes every effort to ensure that excellent service is provided and will take complaints very seriously.

In case of complaint:

The complainant should contact Cheadle & District Animal Welfare by:

- Post - Slate House, Parwich, Ashbourne, Derbyshire, DE6 1QD
- Email - cheadleanimalwelfare@hotmail.co.uk

It is important that you give your name, address and contact telephone number together with the **specific details** of your complaint.

We will let you know we have received your complaint within 10 days and will do our best to respond fully and conclusively.

We will always listen and treat you with respect and courtesy and try to resolve the complaint objectively. However there are occasions when we choose not to respond to a complaint:

- when the complaint is illegible or incoherent
- when a complainant is being abusive, offensive or harrassing to a member of our committee or to a volunteer
- when a complaint is made anonymously
- when a complainant unreasonably pursues a matter that we have already fully responded to.
- when a complaint has been sent as a mass communication to ourselves and many other charities

We will do our best to resolve the complaint, but if you are not satisfied then your complaint will be forwarded to the Trustees. We are a charity with limited resources and we must use them in the best way possible.

If you do not feel completely satisfied with the response you should contact the Charity Commission - www.gov.uk/complain-about-charity