

# **Canine Allies CIC**

**Assistance Dogs**

[www.canineallies.co.uk](http://www.canineallies.co.uk) | [info@canineallies.co.uk](mailto:info@canineallies.co.uk)



## **CANINE ALLIES CIC COMPLAINTS PROCEDURE**

**Canine Allies CIC  
Version: 2.0  
Issued: 13 March 2026  
Effective from: 27 March 2026**

# Canine Allies CIC

## Assistance Dogs

[www.canineallies.co.uk](http://www.canineallies.co.uk) | [info@canineallies.co.uk](mailto:info@canineallies.co.uk)



### **Complaints Procedure - 13th March 2026**

**Applicable to all Members of staff, volunteers and members.**

#### Staff Conduct

- Send incident report to complainant, review evidence.
- Arrange a meeting and discuss with colleague(s)/volunteer(s) involved about conduct.
- Consider suspension or termination.
- Provide an action plan.
- File Resolution form.
- Let parties know.
- Ask for feedback regarding the situation and how we handled it.
- Review in 3 months if necessary.

#### Member Conduct

- Send incident report to complainant, review evidence.
- Discuss with member about conduct.
- Consider suspension or termination from membership.
- Provide an action plan.
- File Resolution form.
- Let parties know.
- Review in 3 months if necessary.