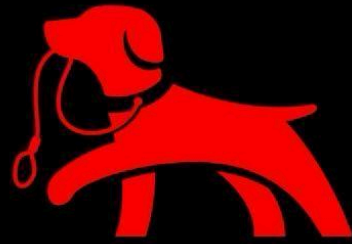


Canine Allies CIC

Assistance Dogs

www.canineallies.co.uk | info@canineallies.co.uk



Complaints policy

Canine Allies CIC is committed to delivering exceptional service and client care. However, we acknowledge that occasional errors or misunderstandings may occur. This Complaints Policy outlines the procedure for clients to formally register a complaint regarding our services, ensuring that we can address concerns effectively and continuously improve our standards.

How to make a Complaint

If you would like to make a complaint, you can do so via email to:

complaints@canineallies.co.uk

Please include the following in your email:

- Your full name
- Contact details (phone and email)
- The fact you are raising a complaint
- Relevant dates and times to your complaint
- A key summary of the problem(s) you have experienced and why this was not satisfactory
- Relevant documents or images
- How would you like us to resolve this for you
- Any support you may need at this time following the experience.

Your complaint

We will acknowledge we have received your complaint within 7 working days.

A response to your complaint will be emailed to you within 28 business days of our receipt of your complaint. In times where the investigation may take longer we will make you aware of this and provide regular updates.

Complaints will be processed during our business hours by the complaints team.

In the event that we do not uphold the grounds of a complaint, a detailed explanation of our reasoning will be furnished. Information concerning consumer legal rights is available through the Citizens Advice Bureau website for clients who wish to pursue further action. We prioritize internal resolution of complaints; however, we recognize that external legal options may be required in certain circumstances. Clients are entitled to seek legal advice or explore other legal avenues.