

Canine Allies CIC

Assistance Dogs

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



Reviewed - Nov 2025

Canine Allies CIC – Complaints Policy

This Complaints Policy outlines how clients, members of the public, staff, and volunteers can raise a complaint about any aspect of our services, conduct, or organisational practices, and how Canine Allies CIC will respond.

We always aim to provide high-quality services, safe environments, and positive experiences for everyone who engages with us. However, we recognise that mistakes or misunderstandings can occur. It is important that you feel able to raise any issues or concerns so that we can address them promptly and fairly.

Please email your complaint to info@canineallies.co.uk

Your complaint will be handled by the Board of Directors: Em Dashwood, Danielle Roberts, and Skylar Docherty.

Please include the following in your email:

- Your full name
- Your contact details (phone and email)
- A clear statement that you are raising a complaint
- Relevant dates and times relating to the incident or issue
- A summary of the problem(s) you experienced and why this was not satisfactory
- Any relevant documents, evidence, or images
- How you would like us to resolve the issue
- Any support or adjustments you may need during the process

This process is open to **clients, members of the public, staff, volunteers, and anyone else affected by our organisation's activities.**

- We will acknowledge receipt of your complaint within 7 working days.
- A full response will be emailed to you within 28 business days. If we anticipate delays, we will inform you and provide regular updates.

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

If we do not uphold your complaint, we will provide a full explanation of the reasons for this. If you are unhappy with the outcome, information about your rights can be found on the Citizens Advice Bureau website.

We aim to resolve all complaints quickly and efficiently within the organisation. However, if a complaint cannot be resolved internally, you may wish to seek independent legal advice or explore any additional options available to you.