

Complaints Procedure

Complaints Procedure Participation Dogs LTD

Date Adopted: 2nd January 2023

Review Date: January 2024

Make a complaint

If you are unhappy with the service you have received from Participation Dogs, we want to hear from you so we can try to fix the problem and learn from our mistakes. We try hard to get things right but sometimes things can go wrong too. If you are unhappy with the service you have received from us you can make a complaint.

1. Send an email to admin@participationdogs.co.uk
2. Put complaint in the subject header
3. Or call us on 07887 613681
4. Or write to us at 1-3 High Street, Great Dunmow, Essex, CM6 1UU
5. Give us as much detail as possible
6. Include your contact details
7. If you would like use to contact you, tell us if you would prefer email, phone, or letter

We will get back to you in 2 working days with the name of the person handling your complaint.

The procedure

STEP 1: REVIEW

We review the complaint as quickly as possible, making sure we fully understand the complaint and if necessary, clarify the problem with you. We will ask you to make sure the complaint is documented in writing.

STEP 2: FRONTLINE RESOLUTION

We will first try to solve the problem informally with you and reach a resolution you feel satisfied with. If no resolution is reached the complaint will go to step 3.

STEP 3: FORMAL INVESTIGATION

We will appoint an investigator and make you aware of how long this will take and the next steps, so you are sure their complaint is being handled properly. They will gather all the information needed regarding the complaint; this may include statements from everyone involved. We will keep you informed at all stages, so you are clear how everything is being handled and know what to expect next.

STEP 4: MEETING

After the investigation has taken place, a meeting will need to be arranged with the complainant. We will discuss their complaint objectively and encourage a problem-solving approach. We will inform you of the outcome of the investigation and confirm this in writing and ensure any recommendations are actioned

STEP 5: APPEAL

If you do not feel the outcome of the complaint is sufficient, you may be given the opportunity to appeal. If they wish to appeal, this should be confirmed in writing. After the appeal, you will be made aware of the outcome in writing.

If you wish to make a complaint outside of Participation Dogs you can contact:

- the HCPC: <https://www.hcpc-uk.org/contact-us/fitness-to-practise/>

-The RCSLT: www.rcslt.org/contact

The RCOT: www.rcot/contact