

30 Hazlewell Road, London, SW15 6LH - Email:contactus@lrpd.uk

London Retired Police Dogs Trust

Complaints and Compliments

Policy and Procedure

1 Our Aim

London Retired Police Dogs Trust is committed to working in an open and accountable way that builds trust and respect. One of the ways in which we can continue to improve our charity is by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a compliment or complaint is as easy as possible
- we welcome compliments, feedback and suggestions
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response
- we deal with it promptly, politely and, when appropriate, confidentially
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc.
- we learn from complaints, use them to improve our charity, and review annually our complaints policy and procedures

We recognise that many concerns will be raised informally, and dealt with quickly.

Our aims are to:

- resolve informal concerns quickly
- keep matters low-key
- enable mediation between the complainant and the individual to whom the complaint has been referred

This policy ensures that we welcome compliments and provide guidelines for dealing with complaints from members of the public about our charity and our volunteers.

2. Definitions

A compliment is an expression of satisfaction about the standard of service we provide.

A complaint is defined as any expression of dissatisfaction, however, it is expressed. This would include complaints expressed face to face, via a phone call, in writing, via email or any other method. All Trustees and Volunteers should have sufficient knowledge to be able to identify an “expression of dissatisfaction” even when the words “complain” or “complaint” are not used.

3. Purpose

We are always glad to hear from people who are pleased with what our charity does. All compliments are recorded, acknowledged, and a copy is sent to all Trustees.

4. Complaints

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

5. Responsibilities

London Retired Police Dogs Trust responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to our attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a Trustee.
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow us a reasonable time to deal with the matter, and
- recognise that some circumstances may be outside of our control.

6. Confidentiality:

Except in exceptional circumstances, every attempt will be made to ensure we maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own facts). Should this be the case, the situation will be explained to the complainant.

7. Complaints Procedure:

Written records must be made by us at each stage of the procedure.

Stage 1

In the first instance, we must establish the seriousness of the complaint. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Stage 2

If the complaint cannot be resolved informally, the complainant should be advised that a formal complaint may be made and the following procedure should be explained to them.

a) A formal complaint can be made either verbally or in writing. If in writing the attached form should be used. If verbally, a statement should be taken by a member of the Board of Trustees.
b) In all cases, the complaint must be passed on to the Chair of the Trustees.
c) Depending on the nature of the complaint, we must acknowledge the complaint in writing within one week of receiving it.
d) We will investigate the complaint. Any conclusions reached should be discussed with all Trustees.
e) The person making the complaint will receive a response based on the investigation within four weeks of the complaint being received. If this is not possible then a letter must be sent explaining why.

Stage 3

a) If the complainant is not satisfied with the above decision then a meeting of the Board of Trustees will be convened.
b) The Board of Trustees may then wish to carry out further interviews, examine files / notes. They will respond within four weeks in writing. Their decision will be final.

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[DATE POLICY LAST REVIEWED FEB 2026]



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CONTACT FORM

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You may use this form to pass on a **compliment** or **suggestion** or to **make a complaint**.

We would like you to return this form as soon as possible – (Please continue on Page 2 if more space is required)

Your Name:

Address:

Telephone:

Email Address:

Date this form was completed:

Date of incident:

Approximate time of incident:

Compliment / Suggestion / Complaint:

What action would you like to be taken?

What times are convenient for you to have an appointment to discuss this?



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