

Paws For Support



PAWS FOR SUPPORT COMPLAINTS POLICY

Type of Policy	PFS
Version Number	1.0
Date Revised	N/A
Review Period	2 years
Date for Review	September 2027
Signed by	
Links to other policies:	
Safeguarding Policy	

1. Purpose

This policy ensures that concerns raised about Paws For Support (“PFS”) services, conduct, staff, volunteers, or the welfare of PFS dogs are handled promptly, fairly, and transparently. PFS welcome feedback, including complaints, as part of our commitment to continuous improvement.

2. Scope

This policy applies to:

- Clients and service recipients
- Volunteers and staff
- Members of the public

It covers:

- Conduct of therapy visits or training sessions
- Dog welfare concerns
- Volunteer or staff behaviour
- Safeguarding issues
- Governance or operational matters

3. Principles

PFS are committed to:

- Taking all complaints seriously and investigating them thoroughly
- Treating all parties involved with respect and impartiality
- Ensuring confidentiality wherever appropriate
- Complying with Guernsey legal and safeguarding standards

4. Making a Complaint

Complaints can be made in writing by post or email. Anonymous complaints will be reviewed but may be harder to investigate.

Contact details:

- **Email:** Secretary@pawsforsupport.gg
- **Postal address:** Willow Springs, Clos Des Goddard, Vazon, Castel, Guernsey GY57JD

Please include:

- A description of the issue
- Date(s) and location(s) of incident(s)
- Names of individuals involved (if known)
- Desired outcome

Before the below is actioned every effort will be made to resolve the complaint informally. If it is not resolved the formal complaint procedure will apply. An informal resolution may include:

- An apology
- A written explanation
- Meeting to discuss complaint

If the above are deemed satisfactory by the complainant and the Trainers Committee then confirmation of the outcome will be communicated to the complainant and considered resolved.

5. Complaint Handling Procedure

Stage	Description	Timeline
Stage 1: Acknowledgement	<p>The complainant will be told about the steps in the complaint process and be given an opportunity to comment on any information that may be evidenced against their complaint. PFS will confirm receipt of the complaint, advise how the compliant will be handled including name and role of person(s) responsible and timescale of full response.</p>	Within one week
Stage 2: Investigation	<p>Depending on the nature of the complaint PFS will allocate the appropriate person or persons to investigate the complaint.</p> <p>Each complaint will be approached with an open mind, and the facts and contentions in support of a complaint will be weighed objectively.</p> <p>The complaint will be investigated in private and care will be taken when disclosing to others any identifying details of a complaint.</p>	Within 2 weeks of acknowledgement
Stage 3: Outcome	PFS will provide a written response outlining findings and actions taken by the charity as a result of the complaint.	Within 4 weeks of investigation
Stage 4: Response	Complainant has 4 weeks to respond to the findings. Confirmation resolved or escalation.	Within 2 weeks of receiving the outcome
Stage 5: Escalation	If the complainant does not accept the outcome of the response they can escalate their complaint to the Board of Trustees who will review the complaint to determine if they agree with the outcome. A response to the complainant will be provided.	Within 2 weeks of receiving the response

<p>Stage 6: Appeal</p>	<p>The complainant may find an independent adjudicator who has no connection to PFS who will then conduct a review.</p> <p>The adjudicator may contact complainant and PFS but will only investigate whether the compliant had been dealt with in line with Complaints Policy & Procedure.</p> <p>If the adjudicator concludes the Complaints Policy has not been followed they will instruct PFS to revisit the complaint.</p>	<p>4 weeks from escalation</p>
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6. Safeguarding or Serious Concerns

Concerns involving vulnerable individuals or serious misconduct will be fast-tracked and may be referred to the relevant Guernsey authority, such as the *Committee for Health & Social Care* or *Guernsey Police*, if required. See Safeguarding policy.

7. Learning from Complaints

The Board of Trustees will conduct annual reviews of complaints to identify patterns, training needs, or necessary policy changes after any complaints received.

8. Monitoring and Review

This policy will be reviewed every two years or in response to significant feedback or changes in regulations.