



## Complaints policy

### Making a complaint

At Dogs Helping Kids we rely on kind supporters, people like you, to help us change the lives of Children across the UK. Your support is so important to us. We want you to be happy and feel confident in how we work. That is why we always want to hear your feedback as soon as possible. We will aim to resolve issues promptly and where we can, to mitigate the risks of them happening again.

We understand that you may also wish to log your complaint with external organisations. However, we ask that you please come to us and go through our procedures, as your first point of call.

### What is a complaint?

We specify a complaint as any expression of dissatisfaction made to Dogs Helping Kids which relates to our mission, services or processes, where a response or resolution is required.

### How can I make a complaint?

You can make a complaint in any of the following ways:

- sending an email to [dhk.enquiries@gmail.com](mailto:dhk.enquiries@gmail.com)
- writing to us at: Dogs Helping Kids, Callanish, Eastacombe, Tawstock, Barnstaple, North Devon, EX31 3NX

## **What happens next?**

We treat all complaints in a serious, prompt and courteous manner. Once received, we will respond to your complaint as quickly as possible, within a maximum of five working days. However, if the nature of the complaint is complicated or if it requires further investigation, we may need a little longer than the seven days to respond. If so we will let you know.

## **What if I am dissatisfied with the response to my complaint?**

If you are unhappy with our response, please let us know at your earliest convenience and we will escalate your complaint internally. Your complaint will be reviewed and you will have an outcome within 10 working days.

## **Can I take my complaint further?**

We will always aim to resolve your complaint but if you feel we haven't, you can raise this with an external organisation.

If the complaint is relating to fundraising, please contact the Fundraising Regulator within two months of our final response. They can be reached by [completing an online form on the Fundraising Regulator website](#) or by calling **0300 999 3407**.

If the complaint involves serious concerns against practices of the charity such as misuse of funds or harmful/illegal activity, [please contact the Charity Commission](#) which is a governmental body. You can use the [online form on the Charity Commission's website](#).

If the Complaint relates to the protection of your personal information , please contact the Information Commissioner's office (ICO ) on helpline 0303 123 1113 or [make a complaint on their website](#) .