



Policy Reference:	AD5
Issue Date	12/01/25

# Complaints Policy

Brinsley Animal Rescue is committed to maintaining high standards in all of its work. The charity engages with donors, partners and volunteers in many ways. This includes various fundraising activities such as direct mail and street fundraising, and direct communications through social media and the press. We are committed to maintaining good relations with all supporters, donors, partners, and volunteers and aims to always treat people with respect care, integrity and dignity.

## **1. Your Feedback Matters to Us**

We openly welcome feedback and complaints. We encourage you to contact us with your feedback, whether positive or not. Complaints are especially important to us as they may help us to see where our processes might be improved. We keep a record of all complaints we receive to help us learn for the future.

## **2. How to complain**

E-mail us about your complaint and we will be pleased to help.

In order for us to resolve your complaint as quickly as possible, please include the following information in your e-mail:

- As much information about the complaint as you feel able to give (the reason for your complaint, where and when the instance occurred, the name(s) of anyone involved).
- Are there any particular actions you wish us to take to resolve your complaint? If so, please include them.



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E-mail: [info@brinsleyanimalrescue.org](mailto:info@brinsleyanimalrescue.org)

We will acknowledge complaints within five working days of receipt. We endeavor to respond to complaints in full within ten working days. Where the matter requires more detailed investigation, we will respond in full within 28 days. Your complaint will be managed in accordance with our Complaints Procedure.

If, for any reason, you are not satisfied with the resolution of your complaint, then please reply to us explaining your concerns with our response and what you would like us to do to make things right.

### 3. Your Information

The data you provide will be used by us to effectively manage your complaint and provide you with an outcome. Further information about how we protect and use your personal data is set out in our Privacy Policy.

Jon Beresford

Beth Hewis

Amanda Richardson

David Otieno