



Anim-Mates

Animal Rescue based in north west Kent

Anim-Mates Complaints Form

To proceed with a complaint please complete this form and return to the Hon Secretary of Anim-Mates at Anim-Mates, Olivers Farm, Ash, Kent, TN15 7HF
This form will enable the complaint to be dealt with appropriately.

Your name:

Your contact telephone number:

Your e-mail address:

Your Address:

Postcode:

Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.

Date & Time Incident Occurred:

Please give details of your complaint, stating names of volunteers wherever possible. Please continue on a separate sheet if necessary

If you have already verbally spoken to a volunteer regarding your complaint please give the name of the volunteer:

What do you think should be done to put things right?

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Please note that in investigating your complaint Anim-Mates may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

Your signature:	
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Date:	
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For Office Use

Date Received:	
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Date Acknowledgement Sent:	
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Date Outcome of investigation Communicated to complainant:	
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Outcome of the complaint:

Hon. Secretary Signature:	
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Date:	
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When you complain in writing, by letter or email, we aim to respond within 20 working days. If it is not possible to give you a full reply within this time (for example if your complaint requires a more detailed investigation), we will tell you what is being done and when you can expect a full response.

We will acknowledge where things could have been done better, and tell you what will be done to avoid the same thing happening again. Equally if we do not uphold your complaint, we will let you know why.

Your response will include details of what to do if you believe your complaint has not been dealt with properly. You should start by contacting us again, asking for your complaint to be passed on to a Trustee of the charity.

Please return to the Hon Secretary of Anim-Mates at Anim-Mates, Olivers Farm, Ash, Kent, TN15 7HF or email it to info@anim-mates.org.uk