

## Compliments, Complaints and Feedback

Greyhound Trust are committed to our supporters and volunteers, and we aim to provide high standards in all that we do. Where these standards have not been met, we aim to take action to resolve the situation and ensure measures can be implemented to prevent this happening again.

We appreciate individuals taking the time to provide feedback as this provides us with an opportunity to learn and improve.

Greyhound Trust has a clearly defined process, which outlines how to give compliments, provide feedback or make a complaint, and what you can expect from us having raised your concerns.

### How to contact us:

If your complaint is related to operations or animal welfare:

- Email: [welfare@greyhoundtrust.org.uk](mailto:welfare@greyhoundtrust.org.uk)
- Phone: 0208 335 3016
- Post: Greyhound Trust, National Support Centre, Peeks Brook Lane, Horley, Surrey, RH6 9SX

If your complaint is related to fundraising or data:

- Email: [hello@greyhoundtrust.org.uk](mailto:hello@greyhoundtrust.org.uk)
- Phone: 0208 335 3016
- Post: Greyhound Trust, National Support Centre, Peeks Brook Lane, Horley, Surrey, RH6 9SX
- Speak to a member of staff or volunteer
- Contact us via social media

### Compliments and Feedback

Feedback:

- Helps influence the decisions we make as an organisation
- Helps us identify how we can grow, develop and improve.

Compliments:

- Help us know when we are getting things right and the positive impact we are making.
- Can be shared with our hardworking teams of staff and volunteers, helping them feel even more valued.

### Complaints

We are always sorry to hear that one of our supporters has experienced something that gives them cause to complain, but we encourage you to reach out to us in these circumstances.

- Please provide as much detail as possible about your complaint:

- Individuals involved
- Date and times
- Location
- Circumstances and how this has affected you
- Any actions you feel are important to help resolve your complaint
- You must provide contact individual contact details for each person who is a signatory on the complaint

As we are a charity with limited resources, we aim to resolve your complaint within 30 days. However, if our team need longer to resolve this, we will let you know, and provide you with an estimation of how much longer we may need to fully review your complaint.

### Complaints Process: Stage 1

1. **Complaint received:** Complaint or feedback is received and will be assigned to the relevant department or team.
2. **Acknowledgement:** We aim to respond to you via email or telephone, within two working days to acknowledge that your complaint is received.
3. **Investigation:** We will contact the appropriate internal or external individuals to investigate your complaint.
4. **Outcome:** We aim to provide you with the outcome of our investigation within 28 days of acknowledging the complaint.

### What happens if you are not satisfied with the outcome:

If you are dissatisfied with the outcome of your complaint, you can follow the below steps.

### Complaints Process: Stage 2

1. **Appeal:** If you are dissatisfied with the outcome of our investigation, you have 14 days from receiving the outcome of your original complaint to appeal.
2. **Additional information:** If you can provide new or additional information that might change the outcome, we will consider this and let you know whether it is enough to look at your complaint again, or if our original decision stands.
3. **Further investigation:** If we decide to review your complaint again, we will investigate further, including escalating the complaint where necessary.
4. **Final outcome:** We will provide you with the outcome of our investigation, within 30 days of receiving the appeal, at which point, our final decision will be final.

We expect that all communications to be respectful and professional and we will ensure the same back to you.

We are committed to resolving complaints fairly and promptly.

If you have any concerns, please do not hesitate to contact us.

### **Exceptions: When we may not respond to a complaint**

To comply with data protection, we can only address complaints from individuals who have directly interacted with us. We may be unable to assist if you are complaining on behalf of someone else (unless they initiate contact with us, and give us formal permission to discuss their concerns with a third party).

We may not respond to a complaint if it falls under any of the following categories:

- Complaints that are illegible or incoherent
- Complaints that are abusive, offensive, or harass our staff or volunteers
- Complaints made anonymously, are investigated at our discretion, but if no contact details are provided, we are unable to respond directly.
- Complaints made by a group of people, where no contact details are provided for each one of the signatories
- Complaint made regarding a matter that happened a significant length of time ago or involves a matter already responded to.
- Complaints made as a mass communication to us / other charities / organisations.
- Complaints that involve meetings / conversations that have been electronically recorded without prior consent and knowledge of those involved.

### **Fundraising complaints:**

Greyhound Trust is regulated by the Fundraising Regulator. If you are not satisfied with our response to your complaint which is in relation to our fundraising activity, you are entitled to take it to the Fundraising Regulator. The Fundraising Regulator asks that complainants do so within two months of receiving a response from Greyhound Trust.

Their contact details are:

Fundraising Regulator  
50 Featherstone Street,  
London,  
EC1Y 8RT

Tel: [0300 999 3407](tel:03009993407)

Email: [complaints@fundraisingregulator.org.uk](mailto:complaints@fundraisingregulator.org.uk)

Website: <https://www.fundraisingregulator.org.uk/service/complaints-and-investigations/make-complaint>

Should you need to contact the Charity Commission for England and Wales or the Scottish Charity Regulator, their details can be found here: <https://www.gov.uk/government/organisations/charity-commission>  
<https://www.oscr.org.uk>

### **Data protection complaints:**

The Data Protection Act 2018 is the main law governing data protection. You have the right to complain directly to us if you consider we have breached data protection laws because of the way we handled your personal data (or the personal data of someone you are acting on behalf of).

If you are raising a data protection complaint we will acknowledge this within 30 days of receiving it and conduct a full investigation, responding to you substantively and without undue delay, explaining our findings and any action we are taking as a result.

If you are not satisfied with our response, or you would prefer to raise your concern with the regulator, you have the right to complain to the Information Commissioner's Office (ICO):

- Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
- Telephone: 0303 123 1113
- Website: [ico.org.uk](https://ico.org.uk)