



Complaints

We realise that making a complaint isn't always easy, so if you have something to say we promise to:

- take your complaint seriously
- deal with it confidentially
- deal with it within the timescales given below.

We will acknowledge your comments within five working days of receipt. Within 28 days we will write to you to either tell you about our findings and whether further action is to be taken, or to explain why the procedure may take a little longer. If you are not happy with our response, you can write to us again and your concerns will be reviewed either by another senior manager or a Trustee.

WE ALWAYS TRY OUR BEST... and when we succeed, we would like to hear about it. If you have any positive comments, please get in touch.

WE ALWAYS TRY OUR BEST... but sometimes we get it wrong or things don't go according to plan. When this happens your feedback is invaluable because we want to learn from our mistakes and find the best way forward for all concerned.

How you can get in touch:-

By Post	The Branch Manager, C/O RSPCA York Animal Home, Landing Lane, York, YO26 4RH
By Email	Please use the Contact Form on the Contact Us page of our website. This can be found on the right hand side of the page.

Whilst we are happy to discuss any issues with you over the phone, you will need to put the details of any complaint in writing before it can be formally investigated.

Angela Hunter, Branch Manager, RSPCA York and District Branch