



## Complaints Procedure

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## Complaints Procedure

### Handling Feedback and Complaints from the general public

In MLHR we are committed to making sure that all our communications and dealings with the public are clear and of a high standard. We welcome feedback, both positive and negative and have made every effort to make sure that:

- it is easy to make a complaint – and a complaint in our view is anything which clearly expresses dissatisfaction with how we do things and with our organisation;
- we treat it seriously, speedily and courteously;
- we make sure that it is known that complaints can be made through any of our online forums, as well as through email;
- we respond appropriately - for example, with an explanation, or an apology where we have got things wrong, and we let the complainant know what action we've taken to fix it;
- we learn from complaints, use them to improve, and monitor them at our Board.
- we also, of course, welcome all positive feedback

### What to do if you have a complaint you want to make to MLHR

If you do have a complaint about any aspect of our work, you can contact us by emailing us at [info@mylovelyhorserescue.com](mailto:info@mylovelyhorserescue.com) or private messaging us through our Facebook or Instagram pages and request that your complaint be forwarded on.

When you send in the complaint please give us as much information as you have to back up your complaint – this helps us address it and resolve it.

### What happens next?

We undertake to acknowledge your complaint within three days and resolve it as quickly as possible.

### What if my complaint is not resolved?

If you are not happy with our response, you may get in touch again by writing to the Chairperson of our Board of Directors, sending an email for the attention of the Chairperson to [info@mylovelyhorserescue.com](mailto:info@mylovelyhorserescue.com) and s/he will make sure that your appeal is placed on the agenda of the next Board meeting. We will then get back to you within two weeks of this being looked at by the Board.

If this fails to satisfy you, you can of course contact the Charities Regulator as we are a fully registered and compliant charity with them. We believe in what we do, we are here to rescue, rehabilitate and rehome abused and neglected animals. We do this in the very best way we know how, and we do it with openness and integrity.

Signed *Ali Davey* .....

Name Ali Davey .....

Signed *Eoin Cullen* .....

Name Eoin Cullen .....