

Company Complaints Process for Animal Rescue Funding Ltd.

1. Introduction

At Animal Rescue funding we are committed to providing excellent service to our valued customers, including donors, charity shops, and partners. We understand that occasionally concerns or issues may arise. This Complaints Process outlines our commitment to addressing and resolving any complaints in a fair, transparent, and efficient manner.

2. How to File a Complaint

Customers who wish to file a complaint with Animal Rescue funding can do so through the following channels:

Online: Visit our official website and navigate to the "Contact Us" page, where you will find a dedicated section for submitting complaints.

Email: Send an email to animl-rescue@outlook.com.

Phone: Contact our customer service team at 07709936059 during business hours.

Mail: Send a written complaint to Animal rescue funding ,186 Saltwell road, Gateshead, NE84XH

3. Receipt and Acknowledgment

Upon receiving a complaint, Animal Rescue funding will promptly acknowledge receipt of the complaint, usually within 2 business days, either through email or written communication. The acknowledgment will include a unique reference number for tracking purposes.

4. Investigation

A designated complaints handling team member will conduct a thorough investigation into the complaint. This may involve contacting relevant parties or departments to gather information and evidence related to the complaint. The investigation period typically ranges from [Specify Timeframe, e.g., 10 business days] unless more time is required, in which case the complainant will be notified.

5. Resolution

After a comprehensive investigation, Animal Rescue funding will take appropriate action to resolve the complaint. The resolution may include:

Correcting any errors or issues identified.

Offering compensation or solutions as applicable.

Implementing measures to prevent similar issues from occurring in the future.

6. Communication

Animal Rescue funding will keep the complainant informed of the progress of the complaint throughout the process, including updates on the resolution. We aim to provide a final response within 20 business days, but if more time is needed, we will communicate the reasons for the delay and provide a new estimated resolution date.

7. Final Response

Once the complaint is resolved, Animal Rescue funding will issue a final response to the complainant in writing, summarizing the findings, actions taken, and any proposed resolutions. This response will also include details on how to escalate the complaint if the complainant is not satisfied with the resolution.

8. Escalation

If the complainant remains dissatisfied with the resolution provided by Animal Rescue funding, they may choose to escalate the matter. To do so, they should contact the Ombudsman within 8 weeks from receiving our final response.

9. Continuous Improvement

Animal Rescue funding is committed to learning from complaints and continuously improving our services. All complaints will be reviewed periodically to identify trends and areas where enhancements are needed.

10. Contact Information

For any inquiries or to file a complaint, please contact:

Dave Hall on behalf of Animal Rescue Funding Ltd.