

Complaints Policy

Animal Free Research UK is committed to delivering a high standard of service to everyone who engages with our work. We treat as a complaint any expression of dissatisfaction with our service which calls for a response. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service.

Contacting us

All complaints and requests for review under our complaints procedure should be sent as follows:

By post: Animal Free Research UK
 Phoenix Yard
 65 King's Cross Road
 London
 WC1X 9LW

By email: hello@animalfreeresearchuk.org

By phone: 020 8054 9700

Recording Complaints

Complaint details, outcomes and actions taken are recorded by us and used for service improvement. We record all complaints we receive and collate data from them to help us understand what types of problems are most prevalent, and how well we are doing to resolve them.

We value your feedback and expect to use it to help us to:

- get things right in the future if we have not done so already
- become more customer focused
- be more open and accountable
- act fairly and proportionately
- seek continuous improvement

We will handle your information so that it is only processed and retained appropriately and legally, in line with data protection legislation.

Service complaints procedure

We have a two-stage service complaints handling procedure. At each stage it will help us to resolve your complaint quickly if you can give us as much clarity and detail as possible, including providing any documents and correspondence and stating that you are making a complaint. If we do not have all the details required to deal with the complaint, we may contact you and ask you for further information.

Stage 1

This is the first opportunity for us to resolve your dissatisfaction. On receipt of your complaint we will contact a senior officer from the most appropriate team and ask them to respond to your complaint.

Stage 2

If you are dissatisfied with the response at stage 1, you may request a review. This will be carried out by a responsible Director.

If your complaint is about our fundraising activities and we are unable to resolve it to your satisfaction, you can contact the Fundraising Regulator by either submitting a form via their website (www.fundraisingregulator.org.uk/complaints/make-complaint) or calling them on 0300 999 3407.

Timescales

Stage 1

We will acknowledge complaints within 5 working days of receiving each complaint. We will send a full response within 20 working days of receiving each complaint. If you make a complaint in person to a member of our staff (at an event or meeting), we will record your complaint in writing within 3 working days and acknowledge it within 5 working days thereafter.

Stage 2

We will acknowledge complaints within 5 working days of receiving each complaint. We will send a full response within 20 working days of receiving each complaint.

Extending time limits

We aim to complete our investigation into all complaints received about our service within the timescales set out above. However, in a limited number of cases - for example, if a complaint is very complex or requires further breakdown, it may be necessary to extend the time limit to ensure we have all the information necessary to deal with it. If this is the case, we will keep you informed of progress with the investigation, the reasons for the delay, and inform you of next steps.

