

New Beginnings Assistance Dogs

Complaints Policy

This policy

This policy explains how:

- You, the clients, can raise a complaint about our services; and
- how we will deal with complaints.

We will always aim to provide high quality services and to provide a high standard of client care. We recognise however that sometimes we may not get things right and as such, it is important that you can raise any issues or complaints with us.

How to make a complaint

If you would like to make a complaint, please use the below online contact form:

<https://www.newbeginningsassistancedogs.com/contact-8>

Information

Please include the following information in your complaint:

- Your full name.
- Your contact details (telephone and email).
- The fact that you are raising a complaint.
- Any/all dates and times relevant to your complaint.
- The type of services we have provided you i.e. Class/Exam Attending.

A key summary of the problem or problems you have experienced and why the service was not satisfactory.

What to expect:

Complaints will be processed by our designated complaints handling team, during our business hours which are: Friday 4-6 pm and Sunday 11-4 pm

Acknowledgement

We will acknowledge your complaint within **10 business days** of receiving it.

Investigation

We will then conduct a thorough investigation into your complaint. We may need to contact you in order to obtain further details during the investigation.

Response

A response to your complaint will ordinarily be provided to you via email.

We will provide the response within **27 business days** of our receipt of your complaint. Sometimes, the investigation may take longer. If this is the case, we will contact you to tell you, and you will be provided with a revised timeframe within which you should expect to receive a response. You will receive regular updates thereafter.

Resolution

We may agree with all or some of your grounds of complaint. If this is the case we will aim to offer a satisfactory solution to you, which may include:

- A full refund.
- A partial refund.
- Provision of the services again.

We will offer the solution which we judge is most appropriate in the circumstances. The above examples are the usual solutions we may offer, although there may be occasions where we offer a different solution where this is appropriate.

If we do not agree with your grounds of complaint, you will be provided with full details to explain why this is the case. If you are unhappy with this decision you may wish to progress matters externally (see below).

We would always hope that disputes can be resolved at the lowest possible level. However, if the complaint cannot be resolved in this manner, you may wish to obtain legal advice and/or explore other legal avenues which may be available to you. Please contact us if you wish to invite us to engage in any method of alternative dispute resolution. Information about your legal rights as a consumer can be found on the Advice Directive Scotland website.