



Pawsitive Squad CIC

*Paws of Hope, Paws of Love,
Paws of Life*

Pawsitive Squad CIC Complaints Procedure

Pawsitive Squad CIC aims to provide high quality services which meet your needs. We believe we achieve this most of the time: if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with us.

If you are not happy with Pawsitive Squad CIC please tell us.

Initial complaint

If you are unhappy about any Pawsitive Squad CIC service, please speak to the relevant volunteer, staff member, or director. If you are unhappy with an individual in Pawsitive Squad CIC sometimes it is best to tell them directly. If you feel this is difficult or inappropriate, then speak to the volunteer's supervisor or a director. Often we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within five working days.

Making a written complaint

If you are not satisfied with our response or wish to raise the matter more formally, please write to the director/ board of directors (If your complaint is about a director, please write to the other director(s)). All written complaints will be logged. You will receive a written acknowledgement within five working days.

The aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

Complaints to the regulator of community interest companies

If after we have responded you are not satisfied, the next step is to complain to the regulator of community interest companies. Information on how to complain to the CIC regulator can be found at: <https://www.gov.uk/government/organisations/office-of-the-regulator-of-community-interest-companies/about/complaints-procedure#how-to-complain-about-a-cic>

CIC regulator
1st Floor
Companies House
Crown Way
Cardiff
CF14 3UZ

Email cicregulator@companieshouse.gov.uk

Finally, please also let us know if you are happy with Pawsitive Squad CIC's services.