

# POLICY

## COMPLAINTS

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## Introduction

At Kent Dog Walker, we take pride in delivering high-quality services and aim to exceed our client's expectations. However, we understand that occasionally things may not go as planned. When this happens, your feedback is invaluable for us to improve our services. This Complaints Policy outlines the process for making a complaint and how it will be handled.

## Initial Step

1. If you have a complaint, we encourage you to speak to your usual service provider or Account Manager in the first instance. They are best placed to resolve most issues swiftly.
2. Ensure you provide as much detail as possible to aid your Account Manager to resolve the matter. Vague information or assumptions only delays the investigative process.

## Time Frame

1. Any complaint should be lodged within 14 days of the incident or problem occurring.
2. Complaints outside of this time frame may not be investigated and that decision will be with the Account Manager.

## Escalation

1. If your complaint cannot be resolved by your usual service provider or Account Manager, you can request that it be escalated to the Directors Team.
2. An impartial member of the Directors Team will then take over the handling of the complaint, working closely with you until a resolution can be reached.

## Communication Channels

1. Complaints may be submitted by emailing [enquiries@kentdogwalker.co.uk](mailto:enquiries@kentdogwalker.co.uk) or calling 01634 560988.
2. We will acknowledge the receipt of any complaint within 1 working day usually via email.

## Confidentiality

1. Complaints will only be accepted from registered pet owners unless the matter is of a nature that could be raised by the general public.
2. Any information related to the complaint will be handled in accordance with our Data Protection Policy [KDW-POL-003].

## Closing of Complaints

1. We reserve the right to close a complaint if:
  - a. We've heard nothing back from the complainant within 7 days.

- b. The complaint is not valid or related to the business.

## Mediation

If a resolution cannot be reached amicably, we are open to independent mediation to resolve the matter.

## Public Comments

We request that any concerns be addressed through this complaints process before leaving public comments or reviews. We value the opportunity to rectify any issues first.

## Review

This policy is subject to regular review and is aligned with the guidelines specified in our Standard Operating Procedure: "Handling Complaints [KDW-BIZ-003]".



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