

# ALAW COMPLAINTS PROCEDURE

The Association of Lawyers for Animal Welfare (ALAW) aims to provide the best possible support and services to voluntary groups and individuals. ALAW exists to serve voluntary groups, volunteers and the public and to be accountable to its trustees, funders, Charity Commission and partners.

From time to time an individual or organisation may feel it has not had the best possible service that ALAW aims to provide. In such instances it is important that a complaint is made, the circumstances investigated and necessary corrective action undertaken within reasonable time limits.

Anyone who is dissatisfied with any aspect of the work of ALAW should contact the Chairperson in the first instance. The Chairperson will seek to satisfy any complaint by conciliation and clarification of the issues involved. Hopefully the majority of problems can be satisfied by this informal process. The Chairperson will reply to the complainant within fourteen days of receipt of complaint.

All and positive feedback to ALAW will be fully recorded and a report made to the Trustee Board on any complaints dealt with via this procedure. A written record will be retained of complaints.

Signed:

Position:

Date:

Review Date:

**ASSOCIATION OF LAWYERS FOR ANIMAL WELFARE**  
**Complaints Form**

To proceed with a complaint please complete this form and return to the Service Director of the Association of Lawyers for Animal Welfare (ALAW). This form will enable the complaint to be dealt with appropriately.

**Your name:**

**Your contact telephone number:**

**Your e-mail address:**

**Your Address:**

**Postcode:**

**Please give details of any special needs we need to bear in mind when we are dealing with your complaint and communicating with you.**

**Please give details of your complaint. Please continue on a separate sheet if necessary**

**What do you think should be done to put things right?**

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Please note that in investigating your complaint ALAW may require to provide any named persons with details of the complaint so as to give them a fair opportunity to respond.

**Your signature:**

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**Date:**

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**For Office Use**

**Date Received:**

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**Date Acknowledgement Sent:**

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**Date Outcome of investigation  
Communicated to complainant:**

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**Outcome of the complaint:**

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**Chairperson Signature:**

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**Date:**

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