**The Pointer Club**

**Complaints Procedure**

We treat a complaint as any expression of dissatisfaction with the conduct of The Pointer Club

Please be assured that we treat all complaints seriously and will always expedite a response to you after a thorough investigation. Whilst we hope that you will never need or want to make use of the information listed below, we consider that we have an unbiased complaints procedure in place in order to ensure that any dissatisfaction is dealt with efficiently and to a satisfactory standard.

Our intention is to ensure that complaints are fully resolved wherever possible and that relationships are restored.

If you wish to make a complaint, please rest assured that all information and details will be handled sensitively, informing only those who need to know and following any relevant data protection requirements. There are two options available to you: written hard copy via post or written & emailed.

Written complaints may be sent to:

Mr Andy Swanell, Honorary Secretary, **9 Pant Yr Onnen Llanfair Harlech Gwynedd LL46 2SE**

or emailed to andy.swannell1@gmail.com

Complaints may also be addressed and emailed to Mrs Meryl Asbury, Pointer Club President [merylasbury@btinternet.com](mailto:merylasbury@btinternet.com)

**Resolving Complaints**

**Stage One**

In many cases, a complaint is best resolved by the person responsible for the issue raised, so we will address the problem with that person as appropriate. This complaint will be overseen by an Officer. If the problem is not resolved to your satisfaction, our President will oversee the complaint and take appropriate action.

All complaints will be acknowledged within a timely manner and a full response will be issued as soon as the complaint has been fully investigated. In some cases, a response will be issued at the same time as the acknowledgement.

In most situations, you should receive a definitive response within 28 working days. If this is not possible because an investigation has not been fully completed, a progress report will be sent every 28 working days with an indication of when a full reply will be given.

The response should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result.

**Stage Two**

If a further complaint is received within 3 months of the final response to stage 1, we will acknowledge your complaint within 2 days or receipt. This complaint will automatically be passed to the President for investigation. A full response will be issued within 28 working days. If this is not possible, a progress report will be sent every 28 working days with an indication of when a full reply will be given.

**Stage Three**

In the unlikely situation that you are not satisfied with the resolution at Stage One or Stage Two, you are advised to raise your complaint with The Kennel Club.

Please be assured that we deal with all complaints in an open and honest style and will always try to resolve any issues in a timely manner. We aim to be approachable at all times and will always treat your issues seriously.