



Complaints Protocol

Guidance for Branch staff and volunteers

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Protecting our branch

The MK RSPCA is committed to providing a high standard of service to all it encounters at all times:

- Members of the public (including online)
- Animals
- Volunteers
- Employees

Which includes the right to moderate our online sites.

It welcomes feedback as this helps us to develop as a charity, giving us the chance to monitor and improve our services. We set ourselves a high standard of customer care and if this is not met, we want to hear about it.

Feedback helps the RSPCA identify and address the causes of complaints, identify training opportunities and introduce improvements to customer service where needed.

Advising the public on how to feedback on a service

As with other organisations, users of branch services should be made aware of their rights to comment and complain, and advised of how to go about this. A notice displayed in public areas should inform the public how to register their comments. Details of the national complaints procedure are available on the RSPCA's website www.rspca.org.uk.

Handling complaints – guidance for staff and volunteers

Complaints should be dealt with quickly and efficiently, with courtesy and discretion. The Branch Committee should appoint one of the Trustees to have overall responsibility for complaint handling.

Service users displaying verbal or physical aggression or threats associated with their complaint should be treated with caution and in a non-confrontational manner and, if necessary, warned of zero tolerance of aggressive and threatening behaviour.

Verbal complaints are best brought to the attention of the appropriate trustee or manager of the area of concern and dealt with promptly in person.

Staff taking service complaints over the telephone should respond with respect and courtesy. If they are unable to answer the member of public to their satisfaction, they should try to redirect the call to the most appropriate trustee or manager. If the matter is not resolved during subsequent conversations, the client should be given advice on how to submit their complaint in writing.

Clients wishing to complain in writing should be advised that:

About the branch:

- Should be sent to : National Complaints Coordinator, RSPCA, Wilberforce Way, Southwater, Horsham, West Sussex RH13 9RS.
- Online complaints can be made via My RSPCA on the website www.rspca.org.uk.

Direct to the branch:

- Postal address: Milton Keynes & North Bucks RSPCA, PO Box 4586, Kiln Farm, Milton Keynes, MK12 6ZS

- Email: secretary@mrpsca.org.uk
- Complaints will be investigated fully and fairly by the appropriate manager, respecting the complainant's right to confidentiality.
- An acknowledgement to a written complaint will be given within 5 working days of the day we receive it.
- Following investigation, a full reply to the complaint will be sent within a further 28 working days after acknowledgement. If this will not be possible, the complainant will be advised of the reason why and the date by which they will receive a full reply.

[Guidance for the investigating trustee or manager](#)

Record receipt of the complaint and the deadlines for reply.

Investigate the complaint, giving consideration to:

- The complainant's comments and right to anonymity if appropriate
- Contemporaneous notes if available and/or written statements from personnel and witnesses involved giving names, dates and times
- RSPCA practice standards, protocols and guidance Sources of relevant professional judgement, experience and expertise within the Branch/national RSPCA
- The need for professional advice (e.g. from the Branch solicitor/auditor)
- The person about who the complaint is made cannot be involved in the investigating the complaint

Reply to the complainant giving the steps that have been taken to look into the issues, the Branch's decision and the reasons for it. If it is a founded complaint, explain what measures will be taken to prevent it from happening again.

Please inform the National Complaints Coordinator of the outcome of the investigation (whether or not the complaint was founded) and the date a final reply was sent to the complainant.

[Post complaint analysis](#)

To use service complaints constructively and improve performance:

- Consider all aspects of the complaint and act on the outcome.
- Bring complaints and their outcomes to the notice of staff as appropriate in team meetings.
- Give positive feedback to staff and volunteers when improvements are made.