

# BATWK Complaints Procedure



## 1. Making a complaint

We aim to handle complaints quickly, effectively and in a fair and honest way. We take all complaints seriously and use valuable information from investigating to help us improve our service. We treat all complaints in confidence.

## 2. How you can make a complaint

All complaints must be made formally in writing, either by sending an email to [info@batwk.co.uk](mailto:info@batwk.co.uk) and addressing to the secretary **OR** chairman, or by writing to the secretary at: Catherine Atkinson, Haugh Cottage, Mickleton, Barnard Castle, DL12 0LS. Complaints made verbally to committee members, or by any other form other than described above will **NOT** be lodged as an official complaint.

## 3. Complaints we will deal with

We will only deal with complaints in relation to matters concerning registered BATWK members and breeders, we are unable to deal with complaints in relation to trading standards matters or local authorities. The complaint must be in relation to a BATWK standard which has been broken, which members and breeders are expected to comply with. Complaints must be launched from a BATWK registered member or breeder.

## 4. Anonymous complaints

We deal with anonymous complaints under the same procedure; however, it is better if you can provide contact details so we can tell you the outcome of our investigation.

## 5. How we handle complaints

The secretary or chairman will initially review the complaint, dependent upon who it was addressed to. We will acknowledge a complaint within 5 working days and give you the name and contact details of the person investigating it. The person reviewing the complaint will decide if it needs to be discussed with the committee. If so, it will be done so at the next scheduled committee meeting. If the complaint is about a committee member, they will not be present at the time of the meeting when the complaint is discussed.

## 6. Time limits

You should register a complaint as soon as you can after the date on which the event occurred. If you complain more than twelve months later, we may not be able to investigate properly. Consideration will, however, be given as to whether you had good reason for not making the complaint sooner and whether, despite the delay, it is still possible to investigate the complaint effectively and fairly.