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| Approved by | Laura D'allen | Complaints Led | | |
| Approved by | Julia Connett | Chairman | | |
| Approved by | Liz Spain | Vice Chairman | | |
| Approved by | Allison Slipszenco | Secretary | | |

Complaints Procedure

1. Introduction

At Hoopers Inc(lusive), we are committed to providing an inclusive and welcoming environment for all members and their dogs. If you have a concern or complaint, we encourage you to raise it so we can address and resolve it in a fair and timely manner.

2. Informal Resolution

Before submitting a formal complaint, we encourage members to raise concerns informally with a club official. Many issues can be resolved quickly through open discussion.

3. Submitting a Formal Complaint

If the issue is not resolved informally, you may submit a formal complaint using the **Complaints Form**.

- **How to Submit:**
 - Complete the form and send it to hooperinclusive@gmail.com
 - If you require assistance in completing the form, please let us know, and we will provide support.
- **What to Include:**
 - A clear description of the issue.
 - The date and location of the incident.
 - Names of any individuals involved (if known).
 - Any supporting evidence (emails, photos, witness statements, etc.).
 - Your preferred resolution.

4. Acknowledgment and Review

- Your complaint will be acknowledged via email within 5 working days of receipt.
- The matter will be reviewed by the Laura D'allen, who may contact you for further information.
- The review process will be conducted fairly, and all parties involved will be treated with respect.
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5. Resolution and Response

- A decision will be communicated to you within 10 working days of acknowledgment.

- If more time is needed, you will be informed of the reason and given an estimated response time.
- Possible outcomes include:
 - An explanation or apology.
 - An agreed resolution.
 - Further investigation if necessary.

6. Appeals Process

If you are dissatisfied with the outcome, you may appeal within 7 days of receiving the decision.

- Appeals must be made in writing, stating the reason for appeal.
- The matter will be reviewed by a different panel or senior club officials.
- A final decision will be communicated within 7 days of the appeal submission.

7. Confidentiality and Fairness

- All complaints will be handled confidentially and in line with our club's values of inclusivity and fairness.
- No member will be disadvantaged for making a genuine complaint.
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8. Contact Information

For any queries regarding this procedure, please contact Laura D'allen.