



## Complaints Policy

### Mobility Dogs

#### 1. Purpose

Mobility Dogs is committed to providing high-quality services and maintaining integrity in all operations. This policy ensures that complaints are handled fairly, efficiently, and transparently.

#### 2. Scope

This policy applies to all stakeholders, including donors, beneficiaries, volunteers, staff, and the general public, who wish to raise concerns about our organisation's operations, services, or conduct.

#### 3. Principles

Fairness - Every complaint is treated with impartially and respect.

Transparency - The complaints process is open and accessible.

Confidentiality – Complaints are handled with discretion, and personal information is protected.

Accountability – Complaints are addressed promptly, with oversight from the CEO and Board of Trustees.

#### 4. Complaints Procedure

##### 4.1 Lodging a Complaint

Complaints can be submitted in writing via:

- Email: [info@mobilitydogs.co.nz](mailto:info@mobilitydogs.co.nz)
- Mail: P.O. Box 84-831, Westgate, Auckland, 0657

##### Details Required

- Complainant's name and contact details
- A clear description of the issue.
- Supporting evidence (if applicable).
- Desired outcome (if any)

## **4.2 Initial Review (Handled by CEO)**

- The CEO or a designated staff member acknowledges receipt of the complaint within five (5) business days.
- A preliminary assessment is conducted within ten (10) business days.
- If the issue is minor, it is resolved at the operational level.
- If the complaint requires further investigation, it is escalated to the Board of Trustees.

## **4.3 Escalation to the Board of Trustees**

- If the complainant is dissatisfied with the CEO's response, they may escalate the complaint to the Board of Trustees.
- The Board will conduct a thorough investigation and respond within twenty (20) business days.
- If the complaint involves serious misconduct, external authorities may be consulted.

## **5. Resolution and Feedback**

- The outcome of the complaint is communicated to the complainant in writing.
- If the complainant remains dissatisfied, they may seek independent review through a regulatory body.
- Complaints and their resolutions are reviewed periodically for policy improvement.

## **6. Monitoring & Reporting**

- The CEO provides a summary of complaints to the Board of Trustees quarterly.
- The Board ensures continuous improvement in response procedures.

## **7. Policy Review**

This policy is reviewed every two years by the Board of Trustees to ensure effectiveness.

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