



Complaints and Compliments Policy

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World Animal Protection is a global animal protection organisation comprising affiliated entities working together in support of an agreed global strategy and bound through collaboration agreements to adhere to a set of corporate policies, principles and values.

I. SCOPE

1. All World Animal Protection staff, contractual third parties and agents of the organisation, volunteers and board members.
2. All World Animal Protection entities.

II. POLICY

World Animal Protection aims to be a transparent and accountable organisation, and so the receipt of feedback, whether negative or positive, is valued by the organisation as an important contribution in building trust with stakeholders and achieving greater accountability for them. World Animal Protection recognises that from time to time there will be occasions when stakeholders of any kind will raise concerns about aspects of our actions or lack of action, whether about our animal welfare policy or practice, fundraising methods, relationships with other organisations or any other issue. At other times a stakeholder may wish to express approval of our work. This policy lays out the fundamental principles according to which World Animal Protection offices across the world will respond to all such feedback.

1. World Animal Protection aims to create an open culture in which stakeholders feel comfortable about making a complaint or offering a compliment. This will include ensuring that procedures for making complaints are made easily accessible on World Animal Protection websites and through other appropriate information sources.
2. Each World Animal Protection office will nominate a member of staff designated to oversee the implementation of this policy and to ensure that appropriate responses are made to all complaints and compliments.

3. World Animal Protection will treat complaints seriously and in a prompt, fair and courteous manner, irrespective of the means and manner by which a complaint has been made. It will not discriminate against complainants on grounds of gender, marital status, age, race, nationality, sexual orientation, religion and disability. It must also be ready to acknowledge its mistakes or misjudgements.
4. World Animal Protection will apologise if it accepts that a complaint is justified and recognises that receipt of feedback is an opportunity to learn, develop and improve. It will have in place systems to ensure that this will happen.
5. World Animal Protection will guarantee confidentiality to complainants and will use compliments for external communication purposes only with the permission of the person offering them.
6. World Animal Protection accepts complaints and compliments both orally and in writing. It expects staff dealing with complaints to record action taken to deal with complaints accurately and appropriately.
7. If a full response cannot be made to a complaint within a reasonable time frame, written complaints will be acknowledged and a realistic target date set for providing a full response.
8. World Animal Protection offices will all have appropriate procedures in place for escalating a complaint.
9. The resources to be applied to resolving a complaint will be proportionate to the level of seriousness identified in relation to the impact or alleged impact on:
 - the complainant
 - third parties (including animals) or
 - World Animal Protection's reputation.
10. Investigations into complaints will involve staff from the relevant areas of World Animal Protection's work.
11. World Animal Protection will ensure that all compliments reach any specific individuals whose actions and behaviour have prompted them.
12. World Animal Protection will be prepared to engage in internal disciplinary processes or, with the consent of the complainant, to involve external bodies where appropriate.
13. World Animal Protection will monitor and record the number and nature of complaints and compliments, to draw wider lessons and take appropriate actions.
14. In the case of vexatious complaints World Animal Protection may amend its standard procedures after due consideration.