



Complaints Policy and Procedure 1/1/2025

1. Introduction

At Xtra Dog Academy, we value feedback from our clients, customers, employees, and stakeholders. We are committed to addressing concerns, complaints, and grievances promptly and effectively. This Complaints Policy and Procedures document outlines our commitment to handling complaints in a fair, transparent, and responsive manner.

2. Purpose

The purpose of this policy is to:

- Establish a framework for receiving, investigating, and resolving complaints.
- Ensure that complaints are handled consistently and impartially.
- Provide guidance to individuals on how to file complaints and what to expect during the process.
- Promote continuous improvement by addressing issues raised through the complaints process.

3. Scope

This policy applies to all complaints received by Xtra Dog Academy from clients, customers, employees, suppliers, or any other individual or entity with a legitimate concern or grievance related to our products, services, operations, or conduct.

4. Definitions

4.1. **Complaint:** A complaint is an expression of dissatisfaction, concern, or grievance submitted by an individual or entity related to our products, services, operations, or conduct.

5. Complaints Handling Process

5.1. **Submission of Complaints:** Complaints may be submitted through various channels, including but not limited to email, phone, in writing, or through an online complaint form.

5.2. **Acknowledgment:** Upon receipt of a complaint, we will send an acknowledgment to the complainant, confirming that the complaint has been received and providing an estimated timeline for resolution.

5.3. **Investigation:** Complaints will be assigned to the appropriate department or individual responsible for investigation. The investigation will be conducted impartially, and relevant information will be collected and reviewed.

5.4. **Resolution:** We will strive to resolve complaints as promptly as possible. The resolution may include corrective actions, refunds, apologies, or other appropriate remedies, depending on the nature of the complaint.

5.5. **Communication:** We will maintain open and transparent communication with the complainant throughout the process, providing updates on the status of the complaint and the expected resolution timeline.

5.6. Escalation: If the complainant is not satisfied with the initial resolution, they may request an escalation of their complaint, which will be reviewed by higher-level management (where appropriate if there is access to a higher level of management).

5.7. Closure: Once a complaint has been resolved to the satisfaction of the complainant, we will send a closure notice, summarising the resolution and inviting feedback on the complaints handling process.

6. Record Keeping

We will maintain records of all complaints, including details of the complaint, investigation, resolution, and any actions taken. These records will be used for monitoring and continuous improvement.

7. Non-Retaliation

We are committed to protecting individuals who raise complaints in good faith from any form of retaliation or adverse consequences.

8. Training and Awareness

We provide training and awareness programs to employees involved in the complaints handling process to ensure they are equipped to handle complaints effectively and professionally.

9. Review and Revision

This Complaints Policy and Procedures document will be reviewed periodically to ensure its continued effectiveness in addressing complaints and improving our operations.

10. Contact Information

For enquiries or concerns related to this policy, please contact: Matt Wildman, Education Director via woof@xtradog.academy.

By adhering to this Complaints Policy and Procedure, Xtra Dog Academy demonstrates its commitment to addressing concerns, promoting customer satisfaction, and continuously improving its products, services, and operations.

This policy has been approved & authorised by:

Name: Matt Wildman
Position: Education Director
Date: 1/1/2025