**POLICY:**

It is our policy to encourage clients and members to provide feedback or raise a concern about any aspect of our service or the operation of our organisation. Concerns received by INTODogs are seen as an opportunity for improvement and will be treated with the utmost confidentiality. All feedback is taken seriously.

**INTENTION TO SUBMIT A CONCERN:**

This form is to provide notice of your intention to raise a concern. This is **not** the concern form.

Please attach a short description of the concern that will be forwarded to our committee who will then contact you and provide you with an opportunity to submit your formal concern.

All concerns must be raised within a three-month period to ensure an investigation can take place if necessary.

Please wait for a response in relation to your concerns regarding an INTODogs member. Do not contact any of the members directly as your case will be dismissed**.**

**The committee does not have jurisdiction to handle cases against non-members, if your concern involves a member of another organisation, you will be required to contact that organisations Ethics committee and follow their guide lines.**

I confirm that the information provided is accurate and any false statements or documents will result in the dismissal of the concern.

I understand that all materials and communications with regards to this complaint shall remain confidential and will further comply by not disseminating in any way information regarding the complaint, including on social media.

**Signed:**

**Date:**

**Please send this completed form via email to** [**intoethics@intodogs.org**](mailto:intoethics@intodogs.org)

|  |  |
| --- | --- |
| Full Name |  |
| Contact Number |  |
| Email Address |  |
| Are you an INTODogs member, client, other. Please state.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  INTODogs Member complaint relates to (please name member) |  |
| Date/Time incident occurred |  |
| Details of concern (short description)  File upload (optional) |  |