



## **Customer Complaint Procedure**

### Our Commitment to Quality Customer Service

The Central California SPCA is committed to providing you with a high quality service. We will endeavor to maintain and improve the standard of our services and to keep errors to a minimum. However, we recognize that mistakes or delays will occasionally occur.

If you are not satisfied with our services you have received in the first instance, contact the person who dealt with your initial requirements as they are best placed to put matters right as quickly as possible.

If then you remain dissatisfied with the response, you may wish to make a formal complaint in writing to:

Executive Director  
Central California SPCA  
103 S. Hughes Ave  
Fresno CA 93706-1299

Information you need to provide in writing:

- Your name, address, and phone number.
- Exactly what you are dissatisfied with.
- Date and time of incident.
- The name of the department and the staff who dealt with you.
- Remember to send us copies of all relevant documentation/correspondence that you may have.
- How would you like this complaint to be resolved?

### Handling of Complaints

Central California SPCA will treat your complaint confidentially, fairly, and efficiently. We will provide a reply having fully considered the nature and extent of the complaint. All complaints received will be reviewed by the Executive Director and given to the appropriate department manager to be dealt with as follows:

- If your complaint can be answered reasonably quickly, you should get an answer from the department within 10 working days of it being received. The response will be in writing.
- If it's more complicated, we will give you a progress report within 10 working days, and a full response within a further 15 working days, which will be in writing.

### Learning from Complaints

At the Central California SPCA, we value the feedback and lessons learned when dealing with complaints and concerns. In providing our service we have a responsibility to deal in a fair, open, and honest way with all our customers; to review, challenge, and improve work practices and processes which stand in the way of better standards of customer service; and to recognize that, in the end, customer loyalty depends on individual relationships with customers.