



## ***Redwings Horse Sanctuary***

**Registered Office**  
Norwich Road, Hapton,  
Norfolk. NR15 1SP  
Tel: 01508 481000

Fax: 0870 458 1947  
Visitor Helpline: 0870 040 0033  
Web: [www.redwings.co.uk](http://www.redwings.co.uk)

### **Customer Complaints Report Form**

#### **Section A**

##### **Overview of Complaints Procedure**

Redwings Horse Sanctuary is committed to striving to provide high standards of care and customer service and takes any dissatisfaction with our standards or services very seriously.

We aim to deal with any complaints immediately and satisfactorily at the first point of contact. If this is not possible, we endeavour to provide a full response within 10 working days of receiving the complaint. If the complaint cannot be responded to within this time, a holding response will be sent within 5 days advising when a full response can be expected. We aim for this to be received within 20 working days.

Please be assured that the information you provide on this form will only be used for the means of responding to and recording your complaint.

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#### **Section B**

##### **Your Details**

Name:

Address:

Contact Telephone Number:

Date of Complaint:

Place of Complaint:

If the person making the complaint is not present, please circle the relevant source;

Telephone      Written      After event(verbal)      Other (please state)

If a member of Redwings staff is recording the complaint on behalf of the complainant:

Name of staff member:

Signature:

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#### **Section C**

##### **Your Complaint**

Please state the details of your complaint including any relevant dates, names, documents etc. that may help us to resolve the issue:

**Please pass the completed form to a member of staff or return to the address above.**

*The Charity's purpose is to provide and promote the welfare, care and protection of horses, ponies, donkeys and mules.  
A Charitable company limited by guarantee. Registered in England and Wales No. 1068911*