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## Customer and Supporter 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 five days advising when a full response can be expected. We aim for these types of complaints to be responded to within 20 working days.

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

### Section B - Your Details

Name:	
Address:	
Preferred contact details:	
Date of Complaint:	
Location of complaint (if relevant):	
Signature: <i>(If completing this form electronically please type your full name.)</i>	

### 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. Continue on an additional sheet if necessary.

Please pass the completed form to a member of staff or return to our address above or to [info@redwings.co.uk](mailto:info@redwings.co.uk). Thank you.