

Complaints Procedure

Version 1.0 · In effect from 6 September 2026 · Last updated 6 September 2026

If something has gone wrong, we would rather know. Most things are put right quickly once somebody tells us.

1. Tell us

1.1 Email info@wecarehome.co.uk, write to 17 Orient Close, St Albans, AL1 1AJ, or send a message from the booking in your account.

1.2 It helps if you can tell us your booking reference, what happened, when, and what you would like us to do about it. If you cannot, send what you have and we will come back to you.

1.3 There is no form to fill in and no fee.

2. What happens next

2.1 We acknowledge your complaint within **2 working days** and tell you who is looking at it.

2.2 We reply in full within **10 working days**. If we need longer — because we are waiting on a vet, an insurer or a carer who is away — we will tell you before the 10 days are up, explain why, and give you a date.

2.3 We will tell you what we found, what we are doing about it, and what we are changing so it does not happen again.

3. If you are not satisfied

3.1 Ask for it to be reviewed. A different person, senior to whoever handled it, will look at it again and reply within 10 working days.

3.2 That review is our final response.

4. Taking it further

4.1 We do not currently belong to an alternative dispute resolution scheme.

4.2 You can get free, independent advice from Citizens Advice on 0808 223 1133 or at citizensadvice.org.uk.

4.3 You keep the right to take the matter to court. Nothing in this procedure affects your legal rights.

4.4 A complaint about how we handled your personal information can go to the Information Commissioner's Office — see our [Privacy Policy](#).

5. What we do with complaints

5.1 We record every complaint, what caused it and how it ended.

5.2 We review them regularly to find patterns. A complaint that shows a problem with how we work changes how we work.

5.3 Complaining does not affect how you are treated. It is not held against you or your booking.

6. Complaints about a carer

6.1 Tell us. We will look into it, and we will not send that carer to you again if you would rather we did not.

6.2 If a complaint concerns someone's safety or the welfare of an animal, we treat it as urgent and act the same day.

This document was last reviewed by [SOLICITOR NAME] on [DATE].