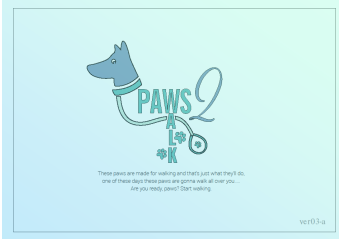


Compliments Comments, Concerns & Complaints



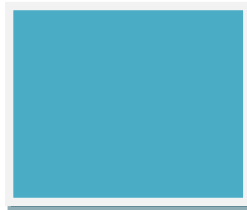
'Paws4thought'?

If you have something positive to share with us at Paws2Walk, of course we would love to hear your '**Paws4thought**'. You can add your compliments to our testimonials or write us a short accolade or reference. We also get quite excited by new ideas and if you have any constructive comments you feel would help then please do share these with us.

However, on occasions people raise concerns and we do not want our customers to be worrying unduly and so if you have any questions or concerns that require further explanation then please do get in touch. Maybe a simple friendly chat can alleviate any worries. You can do this in several ways by landline, mobile, or email. You can also write to us, please phone for specific details.

Complaints

If your concerns cannot be managed as a general enquiry or through a 'Paws 4 Thought' moment and an informal chat – please do not feel anxious, we have a Complaints Policy and Procedure. We hope your concerns do not have to escalate to this but if they do we will do our best to resolve the matter fairly and with flexibility.



Raising a Complaint

There are several stages to our Complaints Procedure:

An effective complaints management system is a proven way of maintaining & building relationships with the people on whom we engage and do business with.

We are committed to providing the best possible service.

We seek to improve our service & prevent & reduce mistakes or misunderstandings.

Please ask for our two stage Complaints Procedure.

Listening, Mediation & Negotiation

Relationship management is important to us at P2W. There are many ways to resolve disputes but at Paws2Walk through our 'Paws4Thought' process we feel a cup of tea & a chat can help resolve most matters. We believe **listening** is the key to understanding a 'Problem'. And.. like most good marriages, every 'Problem' has its ideal mate called 'Solution'. We believe that through negotiation/mediation we can find reciprocal understanding and work towards a resolution. Complaints can cause unnecessary distress to all parties involved, and we seek to avoid this.