

## I would like to make a complaint

Please fill in the form below, ensuring that all information marked with an \* is completed.

Please send your completed form to: The Complaints Coordinator, The Mare and Foal Sanctuary, Honeysuckle Farm, Hacombe With Combe, Newton Abbot, TQ12 4SA

### Complainant details:

Title*:	First Name*:	Last name*:
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Address*:  Postcode*:
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Email address:
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Telephone number:
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<b>Complaint description*:</b> <i>(Please tell us about your complaint, providing as much information as possible)</i>
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**Life long, life changing loving care and support**

Head Office: Honeysuckle Farm, Hacombe With Combe, Newton Abbot, TQ12 4SA  
[www.mareandfoal.org](http://www.mareandfoal.org) • 01626 355969 • [office@mareandfoal.org](mailto:office@mareandfoal.org)

Registered Charity Number 1141831 in England and Wales. Company Number 7584914  
Patrons: John Nettles, OBE • Angela Rippon, CBE

**Complaint description continued:**

**How would you like us to respond to you?**

Letter | Email | Telephone (*delete as appropriate*)

You will receive an acknowledgement from us within 2 working days of your complaint being received.

In acknowledging receipt of your complaint, we will give an indication of how long it will take to send you a detailed response. In most cases, we would aim to provide a full reply within 10 working days. However, this may not always be possible, especially if we need to conduct a more detailed investigation. If it proves impossible to send a detailed answer to your complaint within the time originally indicated, we will contact you again to explain the reason why and tell you when you will receive a full response.

It is our policy not to sell or exchange names and addresses with other organisations. All information is kept confidential. For further information please refer to our Privacy Policy.



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