



COMPLAINT FORM

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, Haccombe-with-Combe, Newton Abbot, TQ12 4SA

About You:

Title*:	First Name*:	Last name*:
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Address*:
Postcode*:

Email address*:

Telephone number*:

What has happened?

How has it impacted you?



Life long, life changing loving care and support

Head Office: Honeysuckle Farm, Haccombe With Combe, Newton Abbot, TQ12 4SA
www.mareandfoal.org • 01626 355969 • office@mareandfoal.org

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



What outcome are you seeking?

How would you like us to respond to you?

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

What happens next?

We will acknowledge receipt of your complaint within **two working days**.

In our acknowledgement, we will confirm the expected timeframe for providing a full response. In most cases, we aim to respond within **10 working days**.

If your complaint requires a more detailed investigation and we are unable to respond within the original timeframe, we will contact you to explain the reason for the delay and advise you when you can expect a full reply.

Confidentiality

We do not sell or share names and addresses with other organisations. All information you provide will be treated as confidential. For more information, please refer to our Privacy Policy.



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