



Freedom Angels Complaints Policy & Procedure

Freedom Angels Romania (Hereafter the Charity) are a charity dedicated to the rescue and safe placement of dogs and puppies (Hereafter dogs) in what we hope are forever homes.

However good our vetting process, or processes, may be in accordance with our policies, we accept that there are those may wish to complain. This document initially sets out our procedure, then examines complaints in relation to them.

Process, Procedure, Policy and Documentation.

To find suitable placements for our dogs we first advertise them with their characteristics. Each dog has different needs, and therefore we attempt to find a person or family to match the dogs need. We review all application to find those we feel are the best match for the dog.

Placement and Exclusion Policy

Freedom Angels Romania have clear exclusion criteria, relating to age of applicant, age of children, access to a private garden, and homes with unneutered dogs, these are stated on every dog advert on our website, furthermore, in our 'Policies and Procedure' area, in our 'Mission Statement and Application Process' the following is clearly stated:

'Freedom Angels Romania understand that each of our dogs has had a different life experience, and therefore there is no 'one-size-fits-all' approach to our dog placement.

All our dogs are assessed, and their needs are listed in their adverts. When we receive the applications, we read each one to ensure we find the best applicant for the needs of the dog.

Note: We cannot provide companion animals, service dogs or hypoallergenic dogs. We know nothing about the history of our dogs and have to make assessments on them based on our experience in the time they spend with us. We cannot determine their breed and do not conduct intelligence tests'

We must make judgement calls about the suitability of each applicant solely on the information disclosed in the application form.

Our decision making and placement process

We initially call the applicant and ask for videos of their garden. If adopting from a foster, we put the applicant in contact with the foster for them to discuss the dog and its attributes. If the applicant wishes to proceed, we conduct a home check. Following which the applicant is sent the adoption contract and Rescue Back Up Guide. As the contract is a legally binding document, we request that the applicant read the document in full to understand the legal implications of adopting a dog. We

ask the applicant to read and understand the Rescue Back Up Guide, also included in the email, for them to understand the processes in place to support them following the placement of a dog. This document should also be signed and returned before adoption. Both documents may be found on our website as reference.

The Rescue Back Up Guide

‘The purpose of Rescue Back up is to support new owners throughout the lifetime of their dog, with the expectation that this support will be in the owner's home. The removal of a dog from a home is only considered in extreme circumstances’

Thereafter:

- When a dog is adopted a follow up coordinator is allocated
 - That if any difficulties arise the adopter should call the Guardian who were their initial contact
 - We expect new owners to understand the implications of adopting a dog, on their lives, their children’s lives, and on any other resident animal. This is also a question asked at home check.
 - That there will be an adjustment period while the puppy gets to know the family - as set out in the ‘3-3-3’ guide supplied to the family.
 - The charity expects new owners to report any issues as they arise
 - In the case of issues arising the first response offered by the charity will be the support of a behaviouralist.
 - We state that Rescue Back Up is a term referring to the support offered to you in your own home, it does not mean we can, or will, remove the dog immediately.
1. We appreciate that sometimes a dog is not suitable for a family and will endeavour to find a new placement, but state that this process can take weeks and that we expect the adopter to support the dog in their home.
 2. We state that in the case of real emergency we will endeavour to find a foster placement, but once again, this cannot be achieved in a day, nor sometimes overnight. We do not have our own kennels, and a limited number of foster parents.

This RBU Guide must be read and signed before the adoption takes place, indicating that the Adopter has read and understood our process.

As stated, we do understand that sometimes the dog may not be suitable for the home it is placed in, however, it is our expectation that the Adopter follows the guidelines set out above, to report any issues, then work with our behaviouralist to try and remedy the situation. If these processes do not work, we will work to find the dog a new home, but that this cannot happen immediately.

We also expect the Adopter to have given due care and consideration to the impact a dog will have on them and their family. The Charity operates in good faith that the Adopter has provided us with

factual information relating to their circumstances in their application form, is honest during phone calls with the charity, listens to advice from the charity and the foster parent (if applicable) and is sincere at home check. We base our decisions relating on all these factors. If we place a dog, it is because we believe the dog's needs will be made by the Adopter. It must be acknowledged that the Charity cannot anticipate issues arising and place dogs in good faith.

The Adoption Contract

The adoption contract states the responsibility of the Charity to the adopter, and the Adopters responsibility to Charity and to the dog.

Agreed Terms

- It is stated that the adoption donation is £495

Grant of possession

- We grant possession to the adopter – however, the title and ownership of the dog is held by us. In breach of agreement, we are able to collect the dog from your premises.

Costs / Donation

- The adopter shall pay the Adoption Donation, it is non-refundable unless the charity cancels the application, or if the dog is scheduled to travel.

The Adopters responsibilities

- It is stated that the Adopter must inform us of any problems or issues (whether health related, behavioural, or any other issue), they shall pay all costs required for the maintenance of the dog (including veterinary costs, they take all reasonable steps to ensure the safety and well-being of the dog and comply with all relevant Animal Welfare Legislation and Codes of Practice.

Indemnity

- The adopter shall indemnify us against all liabilities, costs, expenses, damages and losses (including but not limited to any direct, indirect or consequential losses, and all interest, penalties and legal costs (calculated on a full indemnity basis) and all other reasonable professional costs and expenses) suffered or incurred by us arising out of or in connection with:
 1. any breach of this agreement by you; or
 2. The actions of the Dog whilst in your possession.

The Adoption Donation

The Charity asks for an Adoption Donation to recoup the costs to the charity of the following items:

- Rescue costs incurred in Romania, including initial veterinary assessment, blood tests, worming, flea and tick medications, any medical treatments including neutering of adult dogs, antibiotics, or operations. It covers the cost of foster-placements incurred, for sustenance and for the travel costs incurred by the rescuers.
- Travel costs incurred for the safe transport to the UK by our transport companies CHR and Pet Voyage, for paperwork fee's such as IPAF forms

Further costs accrued by the charity are as follows:

- Transport fees incurred in the UK when transferring dogs from kennels to fosters
- Kennel fees in the UK
- The costs to the charity of any medical costs the dog incurs while in foster
- To reimburse the foster parents for any outgoings associated to the dog (bar sustenance)

At this point the charity asks for an adoption donation that covers some, but not all the costs incurred in the rescue and subsequent travel and placement of dogs. The Charity does not make any money from the Adoption donation and relies on charitable donations to continue its work here and in Romania.

As stated in the contract, signed by the Adopter before the placement of the dog, there will be no refund once the dog has travelled to the UK and is placed with an adopter due to the considerable outlay made by the charity before the dog's arrival.

It should be noted that if the Adopter insists on immediate removal and the only option is for that dog to be placed in kennels, that the Adopter is bound by their contract to reimburse the charity for further costs.

Communication

The Charity is run by a small team of volunteers across the country, these dedicated individuals juggle their volunteering work with their jobs and home lives. Our purpose is the rescue and placement of dogs. We trust in our process and that our new adopters have considered the implications of owning a dog, and endeavour to support that person or family in the weeks and months following the adoption.

Follow-Up-Coordinators

- Our follow up coordinators work within the boundaries of the FUC Protocol, contacting the Adopter in the initial days following adoption, a month later, 6 months later, and then for confirmation any puppy is neutered. We do not have a call centre, nor the facility to contact people daily.
- Therefore, it is the Adopters responsibility to keep in contact with the charity, as set out in their signed contract (see Your responsibilities 1. Inform us of any problems or issues)

Complaints

It is the Charities expectation that the Adopter:

- Has read and understood their Contract, and the Rescue back up guide.
- Has fully considered the impact a dog will have on the household and other pets
- Understand that it may take up to 3 months for a dog to settle in their new homes, and may display behavioural issues in that time, as set out in our RBU Guide, and stated at home check
- Has listened to advice from the charity and acted upon it

- Understands that Rescue Back Up means supporting the adopter and dog in the adopter's home with the support of a behaviouralist
- Understands that a dog may not be removed immediately, whatever the circumstance

The Charity will read and process any complaint received, but it must be understood that no action can be taken if the Adopter has not complied with the procedures set out in writing and made available to them before a placement takes place.

Under no circumstances will a refund be provided, as set out in contract.

Complaint's procedure.

1. All complaints must be made in writing to adopt@fardogs.co.uk
2. The Administrator Volunteer who is manning the Adopt inbox on any day, will reply to the complainant acknowledging it has been received and will immediately forward to the Guardian for consideration
3. The Guardian will read and respond to the complaint within 14 days, in order to fully investigate any claim made
4. If the complainant rejects this response and responds by email, it will be dealt with as set out above, but then forwarded to the board of Trustee's.
5. A designated Trustee' will liaises with the Guardian and respond to the complainant with two weeks.
6. If any action needs to be undertaken by the charity as the complaint does not relate to any of our policy, as set out above, it will be done with immediate effect.
7. All correspondence will be recorded on our database.

References

All documents may be found here: <https://www.fardogs.co.uk/downloads.asp>

Freedom Angels Romania Mission Statement and Application Process

Freedom Angels Romania RBU Guide for Adopters

Freedom Angels Romania: Adoption Agreement