

Complaints Policy

Policy reference	LPH-13	Version	1.0
Effective date	28 September 2026	Next review due	September 2027
Policy owner	Maria Studzinska, Director	Applies to	Cat boarding, small pet boarding, home visits

If something is not right, please tell us. This policy explains how to raise a concern, what we will do and how long it will take.

1. Our approach

- 1.1** We want every stay and every visit to go well. If something isn't right, we want to hear about it so we can put it right.
- 1.2** Every concern is taken seriously, looked into fairly and handled in confidence. Raising a concern will never affect how we care for your pet or whether you can book with us again.

2. Concerns during a stay or visit

- 2.1** If you're worried about your pet's welfare while they're with us, contact us straight away. Anything affecting your pet's wellbeing is acted on immediately and doesn't wait for the complaints process.
- 2.2** Smaller concerns, such as a missed update or a question about feeding, can usually be sorted out the same day. Just let the team know.

3. Making a complaint

- 3.1** Email hello@lovipethotel.co.uk, ideally within 7 days of collection or your last visit, while records and evidence are still fresh.
- 3.2** Please include:
 - your name and your pet's name
 - the dates of the stay or visits
 - what happened, and when
 - what you'd like us to do
- 3.3** You're welcome to include photos, videos or screenshots, including from our webcams. Please send them to us privately.
- 3.4** If you raise a concern in person or by phone, we'll write it down and confirm it back to you by email so that nothing is missed.

4. What happens next

- 4.1** We'll acknowledge your complaint within 3 working days.
- 4.2** We'll look into it by checking our care records, CCTV footage, staff accounts and any vet reports.
- 4.3** We'll send you a full written response within 14 days. If we need longer, for example while waiting for a vet report, we'll tell you why and when you can expect to hear from us.
- 4.4** Our response will explain what we found, whether we think we got something wrong, and what we'll do about it.

5. If you're not happy with our response

- 5.1 Reply within 14 days of our response and tell us why. Management will review your complaint again from the start.
- 5.2 We'll send you our final response within 14 days of your reply.

6. Reviews

- 6.1 We'd be grateful for the chance to look into a concern and put things right before you post about it publicly. You are always free to leave an honest review.

7. How we treat each other

- 7.1 We ask that our team is treated with courtesy. If communication becomes abusive or threatening, we may continue it in writing only or, in serious cases, stop providing our services.

8. Learning from complaints

- 8.1 We keep a record of every complaint and how it was resolved, and use them to improve our care, training and procedures.

Contact

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