



To help us investigate your concern, please provide us with the following information:

- Your name and full contact details
- Your animal's name, species, breed and age
- A clear description of your concern
- Copies of any relevant supporting documentation (if applicable)
- Details of the outcome you would like to see

We will acknowledge your email or letter within five working days

We will instigate a thorough investigation immediately. We will ask all those involved to provide a statement detailing their version of events. This allows us to produce a